

The Risk Management and Loss Prevention team at TAG, The Aspen Group works in tandem with providers at over 1,200 locations across four healthcare verticals — Aspen Dental branded dental practices, ClearChoice Dental Implant Centers, WellNow Urgent Care, and Chapter Aesthetic Studio — to reduce total cost of risk, ensure compliance with regulatory requirements, and identify potential risks and opportunities.

SCALABILITY

Challenge

In 2019, TAG, The Aspen Group Risk Management and Loss Prevention team decided the organization's "homegrown" risk management system no longer met the needs of the rapidly growing business.

Solution

The scalability of Origami Risk's cloud-based platform was a key factor in TAG, The Aspen Group's selection of a new risk management solution.

Outcome

As of 2021, TAG, The Aspen Group brings a new practice on board every four days, on average. Using Origami Risk, the team can add new locations, users, and expand functionality, as needed.

FLEXIBILITY OF PLATFORM

Challenge

TAG, The Aspen Group's team needed a multi-purpose system flexible enough to handle the organization's complex location structure, differing state requirements, and data imports in formats including spreadsheets, batch files, and API integrations.

Solution

In addition to offering multiple solution suites in a single system, Origami Risk can be configured — without custom coding — for a wide array of uses. The platform can be connected to virtually any third-party system via secure APIs and includes a fully-integrated data import/export tool.

Outcome

Origami Risk is a "single source of truth" for their risk and safety data — including claims management, incident intake, tracking malpractice insurance certificates, releases of liability, and more. They also use Origami's Enterprise Risk Management (ERM) solution to streamline identifying, assessing, and mitigating risk.

EASE OF USE / USER ADOPTION

Challenge

In addition to a focus on reporting improvements and driving process efficiencies, the day-to-day use of the system by a steady stream of users at newly onboarded practices necessitated a system that would be quickly adopted and easy to use.

Solution

Complex workflows, communications, alerts, and more can be automated in Origami Risk. Using role-based security settings, users have the ability to securely submit data, generate reports, and track tasks via an intuitive UI that includes configurable forms and dashboards.

Outcome

Automated reports are generated and routed to designated stakeholders — for example, COPE data to brokers, location audit assignment, and vaccine/testing reminders to employees — on a scheduled basis. Streamlined incident intake forms simplify data entry and highly configurable dashboards help employees stay on track.

