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ORIGAMI IS ACCREDITED THROUGH THE COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES (CARF). DURING ORIGAMI'S MOST RECENT CARF SURVEY, THE SURVEY TEAM IDENTIFIED THE FOLLOWING STRENGTHS:

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- Origami Rehabilitation has successfully navigated several major impactful changes since 2019, including the COVID-19 pandemic, labor shortages, and the Michigan Auto No-Fault Insurance Reform.
- In response to Michigan's Auto No-Fault Insurance Reform, Origami Rehabilitation embarked on a Pivot and Sustain Plan to achieve efficient and lean operations.
- The senior leadership members at Origami Rehabilitation are experienced, cohesive, synergistic, and knowledgeable of all organizational activities, making them able to crossover from specific responsibilities to cover for one another and present the whole picture of the organization.
- The organization is situated on acres of land in a quiet, beautiful, and safe setting, with many outdoor areas to allow clients, families, and staff members to work, relax, exercise, or visit.
- The senior leadership is involved in the activities within the state of Michigan and with other brain injury organizations to advocate access to care for individuals affected by the state insurance reform.
- The organization is committed to funding and embarking on a path to upgrade its use of technology. It has chosen a new information technology partner to support this endeavor. Future plans include an electronic health record, additional devices for communication for both staff members and clients and upgraded security.
- The organization has a strong and positive presence in the community and has done an effective job using social media to share information to the community regarding their services, new programs, success stories, and social and educational events.
- The organization continues to support the staff members with the allocation of funds for continuing education to increase retention and maintain and improve clinical skills and new services.
- In addition to the many professional services provided at Origami Rehabilitation, the organization's known for its specialty services, including the most advanced driver rehabilitation program in Michigan. Since its previous CARF survey, the organization has continued to support its staff to specialize in services that meet the needs of the clients, including post-COVID-19 rehabilitation and recovery, movement therapy, Masogutova Neurosensorimotor Reflex Integration<sup>SM</sup>, osteopathic manipulative treatment, pelvic health, dry needling, and dysphagia rehabilitation. All staff members are supported and expected to receive their certified brain injury specialist (CBIS) certification within the first year of employment.

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- The recent development and implementation of the Caring for the Caregiver Questionnaire is a noteworthy addition to Origami Rehabilitation’s holistic and comprehensive approach to engage the family/support system in the rehabilitation process. The questionnaire focuses on supporting caregiver needs, providing education that they feel would be beneficial, and ensuring that they have the resources they need. Origami Rehabilitation believes that the success of the support system is paramount to the success of rehabilitation.
- The care coordinators in the residential and outpatient continuums at Origami Rehabilitation have received praise and were described as “the glue that keeps everyone connected” by stakeholders.
- The residential facilities are well appointed and meet the security, care, and social needs of the clients. Outside, there are numerous spaces for gathering, raised garden beds, fire pits, and accessibly paved walking trails. Inside, the programs are spacious, attractive, and well designed. The facilities offer larger spaces for gatherings as well as smaller areas where clients can enjoy relaxing outside of their rooms. The recreational therapy program development and resources are extensive and promote engagement, enrichment, and satisfaction in the residential programming.
- To further diversify services and serve more individuals in need, in 2021, Origami Rehabilitation launched its first satellite location, Origami West. Origami West offers the same outpatient therapy and specialized services as the Mason location for adults and comprehensive therapy services for youth. The environment of this program was well designed, with much attention being put into meet the needs of this population, including a rock wall, smaller furniture, and tools to deliver services to youth.
- External stakeholders spoke highly of the communication practices and services of Origami Rehabilitation, describing the program as their one-stop-shop for all rehabilitation needs and the go-to when they have a client needing brain injury services. The external stakeholders stated that the Origami Rehabilitation staff makes them feel valued and as part of the team. The external stakeholders also spoke highly of the involvement of the medical director in communication. The stakeholders commented that the medical director’s involvement in meetings is exceptional and that their opinions are appreciated and valued.

