



PENDULUM

Professional Liability

DESK AUDIT

The Pendulum Professional Liability Desk Audit is a unique, comprehensive, and *convenient* service that allows for the review of a facility's liability risk and defensibility based on a phone interview between the facility representative and one of Pendulum's highly skilled risk control consultants.

Prior to the telephonic desk audit, the risk control consultant reviews materials provided by the facility, including the latest annual survey/inspection documentation and specific policies and procedures. Topic areas discussed during the phone interview include:

- General Facility Information
- Occupancy
- Leadership–Management
- Employee–Caregiver Relations
- Resident Population
- Resident Services
- Inspections–Surveys
- Incident and Claim Management
- Quality and Risk Management

After the interview, the facility receives a risk and defensibility rating in a written report. Recommendations are made to assist the facility in minimizing its liability risk and potentially strengthen its defensibility should a claim occur.

To complete the desk audit process, the facility is asked to respond to the recommendations provided by the consultant. The response is reviewed by a risk management expert, with follow-up provided, allowing a full circle of feedback from start to finish.

For more information on how a Pendulum Professional Liability Desk Audit can help your facility, please contact us at 888-815-8250 or Info@WeArePendulum.com.

P E N D U L U M

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