

PENDULUM ENTERPRISE RISK MANAGEMENT

a risk management blueprint
for SENIOR HOUSING

- Identify, prioritize, and manage liability risks
- Minimize financial loss
- Promote positive reputation
- Enhance quality outcomes
- Support merger | acquisition due diligence

The Enterprise Risk Management System is ...

A web-based tool that helps to identify, assess, and manage risk in all areas of a senior living operation.

The ERM system assists with the assessment of risk in the following areas of business: Operational/ Clinical, Environmental, Legal/ Regulatory, Human Resources, Technology, Financial, and Strategic.

The ERM strategic plan is a powerful tool to manage against these internal and external risks.

The largest **external** risk factor is the financial health of national and state economies, along with the uncertainties of healthcare reform.

Primary **internal** factors include increasing acuity levels, managing family and resident expectations, aligning strategy with culture, controlling costs, and staffing challenges.

The ERM system:

- Suggests policies, procedures, programs, systems, committees, and strategies to reduce or eliminate the risk; and
- Provides a simple method to manage the implementation of risk-reduction strategies.

Heat maps illustrate the risk of each category, incident, or strategic program; the priority of risks; and the concepts and priorities of ERM.

A Gantt chart and a calendar feature show program timelines and deadlines.

Using the personalized, strategic plan to create a culture of risk management within a senior living company is the key to successfully implementing—and benefiting from—
the Pendulum Enterprise Risk Management system.

Interested in learning more?

Call or email Pendulum for more information today!
(888) 815-8250 | info@WeArePendulum.com

Includes a one-year subscription to the Pendulum Risk Management Resource Center

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Operational

✖ Exclude All Operational Risk Events

Please fill in all form fields. When complete, click the *Submit* button at the bottom of the page.

Submit

Notes	Exclude	Risk Event	Possible Drivers	Probability	Human Impact	Property Impact	Business Impact	Risk	Risk Tolerance
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Insufficient communication to governing	Quality/risk issues not reported to governing body	<input type="radio"/> NA <input type="radio"/> Low <input type="radio"/> Moderate	<input type="radio"/> NA <input type="radio"/> Low <input type="radio"/> Moderate	<input type="radio"/> NA <input type="radio"/> Low <input type="radio"/> Moderate	<input type="radio"/> NA <input type="radio"/> Low <input type="radio"/> Moderate	0	<input type="radio"/> Accept <input type="radio"/> Transfer/Share <input type="radio"/> Avoid <input type="radio"/> Reduce <input checked="" type="radio"/> NA

Risk Reduction Strategies ▶ Falls

Notes	Category	Risk Event	Risk	Risk Tolerance	Implement Suggested Programs, Policies or Tools
	Operational/Clinical	Fall	75	Reduce	<input checked="" type="checkbox"/> Falls Management Program <input checked="" type="checkbox"/> Safety/Risk Meetings <input type="checkbox"/> Falls Assessment <input type="checkbox"/> Education Program for Staff and Families <input type="checkbox"/> Risk Disclosure Clause in Residency Agreement <input checked="" type="checkbox"/> Disclosure of Error Program <input checked="" type="checkbox"/> Incident Management System

Effort ▶ Falls

Notes	Category	Risk Event	Risk	Risk Tolerance	Selected Programs, Policies or Tools	Effort
	Operational/Clinical	Fall	75	Reduce	Falls Management Program	40+ Hrs
	Operational/Clinical	Fall	75	Reduce	Safety/Risk Meetings	5 - 10 Hrs
	Operational/Clinical	Fall	75	Reduce	Disclosure of Error Program	10 - 25 Hrs
	Operational/Clinical	Fall	75	Reduce	Incident Management System	40+ Hrs

Priority ▶ Falls

Notes	Category	Risk Event	Risk	Risk Tolerance	Selected Programs, Policies or Tools	Effort	Priority
	Operational/Clinical	Fall	75	Reduce	Falls Management Program	40+ Hrs	High
	Operational/Clinical	Fall	75	Reduce	Safety/Risk Meetings	5 - 10 Hrs	Low
	Operational/Clinical	Fall	75	Reduce	Disclosure of Error Program	10 - 25 Hrs	Low
	Operational/Clinical	Fall	75	Reduce	Incident Management System	40+ Hrs	High
	Operational/Clinical	Fall	75	Reduce	Negotiated Risk Agreements for Noncompliant Resident	1 - 5 Hrs	High

◀ Heat Map, Illustrating Severity and Likelihood

Severity	Clinical		
	<ul style="list-style-type: none"> Resident needing CPR Behaviors 	<ul style="list-style-type: none"> Injury/Incident during two person transfer Insufficient or no identification of change in condition Abuse Incident Infections Insufficient appropriate clinical documentation 	<ul style="list-style-type: none"> Pressure ulcer Fall
<ul style="list-style-type: none"> Inadequate resident hand-off Treatment/diagnostic error Incomplete/unavailable policies and procedures 	<ul style="list-style-type: none"> Diabetes management Depression/suicide Injury or death involving assistive bedside devices/side rails Insufficient communication of change in condition 	<ul style="list-style-type: none"> Improper care claim Choking incident Unrealistic resident/family expectations Elopement Medication error 	
Likelihood			

▼ Heat Table, Illustrating Priority

Category	Risk Event (0 - 100)	Selected Programs, Policies or Tools
Operational/Clinical (28)	Lack of Communication of Change in Condition (88)	Education Program for Identifying Resident Changes in Condition, Documentation and Communication (3)
Operational/Clinical (28)	Fall (75)	Incident Management System (3)
Operational/Clinical (28)	Fall (75)	Negotiated Risk Agreements for Noncompliant Resident (3)
Operational/Clinical (28)	Fall (75)	Falls Management Program (3)
Operational/Clinical (28)	Fall (75)	Safety/Risk Meetings (1)
Operational/Clinical (28)	Fall (75)	Disclosure of Error Program (1)

Gantt Chart

Task name	Start time	Duration	Priority	14	09/08/2014	09/15/2014	09/22/2014	09/29/2014	10/06/2014
Operational/Clinical	2014-09-15	165							
Falls Management Program	2014-09-15	107	High						
Disclosure of Error Program	2014-09-15	10	Low						
	2014-09-15	165	High						
	2014-10-01	30	High						
Education Program for Residents and Fam	2014-10-01	58	Low						

Gantt Chart and Calendar for Timelines ▶

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ERM Tool Contact Us Help

Operational/Clinical Environmental Legal/Regulatory Human Resources Technology Financial Strategic

Risk-reduction Strategies Effort Priority Assignments Action Plan Heat Maps Gantt Chart Calendar

Calendar
September 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20