

On Location Services

Pendulum offers a wide variety of on location services performed by our team of highly skilled consultants. On location services can be conducted in a spectrum of healthcare operations from skilled nursing facilities to hospitals to specialty facilities such as mental health units. All of Pendulum's on location services can be customized to fit the needs of the operation.

Professional Liability Risk Assessment

During a full one-day assessment, our consultant evaluates clinical and operational processes and the environment for risk of liability exposures. Time allotments and areas of specific focus during the assessment can be customized to meet specific client needs. After the assessment, a written report of findings, including recommendations to enhance risk management practices, is sent to the client.

Customer Service Assessment

Customer service has become an important facet of long term care as facilities deal with the risk of litigation, quality indicator surveys, and the Five-Star Quality Rating System from the Centers for Medicare and Medicaid Services (CMS). This one-day evaluation of the facility's customer service program is performed by a seasoned, customer service-focused risk management specialist. The assessment includes a follow-up report with recommendations for program enhancement.

Compliance Preparedness Assessment (Mock Survey)

The mock survey can be conducted at a scheduled time or be a "surprise" visit, per request of the facility. This comprehensive on-site uses the Omnibus Reconciliation Act (OBRA) structure and time frames. During this two consultant/two-day survey, a daily conference with staff allows facility managers to implement positive changes during the process. After the survey, a 2567 report is sent to the client with recommendations. Other related compliance services include a one consultant/one-day focused compliance survey, Plan of Correction (POC) Training, Survey Management Training, POC Consulting, POC Validation Visits, Seminars, and Informal Dispute Resolution (IDR).

Pendulum On Location Services Pricing

One Day Service

\$3,500.00

Two Day Service

\$6,500.00

Features

- On location services are conducted by consultants who are experts in their fields
- All on location services can be customized to fit the needs of the facility
- Written reports are an essential part of the on location service. The reports provide recommendations to the facility to implement change

For more information
about our on location
services,
please call Pendulum.

888/815-8250

Disaster Preparedness Assessment

The disaster preparedness assessment is designed to provide a comprehensive analysis of a facility's disaster preparedness programs and emergency contingencies. This one-day assessment utilizes document review, inventory analysis, human resources assessment, and a physical plant survey to provide an evaluation of a facility's state of readiness as well as compliance with recommended practices pertaining to disaster planning and recovery programs. After the assessment, a written report of findings, including recommendations to help implement plans and programs, is sent to the client.

Security Vulnerability Assessment

Find your facility's vulnerabilities with a comprehensive one-day assessment performed by a qualified healthcare security professional. After the assessment, the facility is provided with a detailed analysis of the findings. The consultant then works with the facility's management team to effect improvements. Every healthcare facility that is visited is unique, and services are customized to meet the needs of each facility on an individual basis.

Life Safety Assessment

During a full one-day assessment, our consultant evaluates all elements of the facility's fire and life safety program. The service includes interviews with leadership staff, a detailed evaluation of all elements of the physical plant, review of written emergency procedures, and interviews with select staff members to help assess proficiency pertaining to emergency response procedures. After the visit, a written report of assessment findings, including recommendations to enhance risk management practices, is developed.

Focused On-site Consulting Services

Risk management consulting services may be customized to meet the needs of the organization. Examples include conducting a corporate risk readiness assessment, assisting with the development of a facility-based risk management program, staff training, development of specific high-risk policies and procedures, or focus on specific claims or clinical risk issues.

Clinical Services Consulting (Clinical Mentoring Day)

During the on location visit, our consultant is "assigned" to a specific clinical services staff member—Director of Nursing, Assistant Director of Nursing, Nurse Supervisor, etc. The consultant spends the day with the staff member observing organizational skills, work flow handling, problem-solving, meeting management, and general job functioning. Throughout the day, the consultant provides "Mentoring Inserts," comments and advice on task-handling and job management. These "Inserts" are documented in a brief report, along with recommendations, that is sent to the client within 10 days of the visit.

On Location Training Services

Pendulum consultants are available to train on topics of interest to facility management. Training is customized to meet the needs of the facility.