

PENDULUM

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 and assisted living facilities, continuing care retirement communities, hospitals, and specialty facilities—such as mental health—to community-based services—such as hospice, home care, and PACE (Program of All-inclusive Care for the Elderly). All of Pendulum's on-location services can be customized to fit the needs of the operation.

■ Assessment Services

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 Centers for Medicare & Medicaid Services (CMS) Five-Star Quality Rating System. This one-day evaluation of a facility's customer service program is performed by a customer service-focused risk management specialist. The assessment includes a follow-up report with recommendations for program enhancement.

Focused Survey Review

Experienced risk management professionals conduct a one-day focused visit, examining areas of concerns based on regulatory survey deficiencies. In-depth consulting is provided upon review of processes and systems related to

the areas of focus. Recommendations are provided to assist the facility with maintaining regulatory compliance.

OIG Compliance Assessment

During a full one-day review, our consultant evaluates the status of the current facility and/or organizational practices as compared to the Compliance Program Guidelines for nursing facilities, assisting the facility in preparing for OIG compliance.

Emergency Operations Plan Assessment

The emergency operations plan assessment is designed to provide a comprehensive analysis of a facility's plan. This one-day assessment utilizes document review, inventory analysis, a 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

This comprehensive one-day assessment helps find a facility's security vulnerabilities. Performed by a qualified healthcare security professional, the facility is provided with a detailed analysis of the findings after the assessment. 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 a facility's

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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 can 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 focusing on specific claims or clinical risk issues.

■ Training Services

Pendulum consultants are available to train on topics of interest to facility management. Past training topics have included adverse events, bed safety, compliance, documentation, incident reporting, preventing pressure ulcers, and sexual expression. Training is customized to meet the needs of the facility.

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, workflow 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 after the visit.

Customer Service Training Program

In the litigious healthcare environment, excellent customer service is critical to the success of any facility. Healthcare is a “people business,” so your responsibilities are not limited to providing clinical services and following regulations. You must also develop good relationships with its customers—residents, and perhaps more importantly, their families and representatives. Pendulum’s customer service training program will give a facility’s staff practical knowledge and techniques to strengthen the facility’s customer service program.

Armed Intruder–Active Shooter Training Program

It can—and has—happened. An armed intruder finds his way into the facility. Now what? The armed intruder and active shooter program allows a facility to understand a state of preparedness and define terminology and concepts specific to a hostile act within the facility, understanding how one type of incident can morph into another. The program will review a case study and discuss unforeseen challenges an event can generate. Facility staff will also be taught how they can protect themselves during the commission of a hostile active event within the facility by utilizing “The Four Outs” of the Active Shooter Safety Action Plan. Most of all, the program helps the facility and staff remain safe and alive during an active hostile event.

**For more information on Pendulum’s
On-location Services—
Assessments and Training—
call or email us!**

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