

# PENDULUM

## Risk Management Resource Center

The Pendulum Risk Management Resource Center is an online portal that allows subscribers to access more than 1,040 documents to assist the facility administrator or clinician in the management of risk in the healthcare setting.

Examples of the types of information found on the Resource Center include:

- Assessment forms and checklists
- Shared risk agreements
- Arbitration/mediation agreements
- Sample clinical policies and procedures for both skilled nursing and assisted living levels of care
- Best practices
- Regulatory guidelines (including a fully searchable copy of OBRA regulations)
- Survey management tools
- Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), and U.S. Food and Drug Administration (FDA) guidelines
- Risk-reduction recommendations

Many of the tools on the Resource Center are user-friendly Word documents that may be downloaded, customized, and used within a facility immediately.

The Pendulum Risk Management Resource Center is updated regularly to ensure subscribers are viewing current information on issues and trends in the healthcare setting. Subscribers are notified via email when significant documents are uploaded to the Resource Center.

eAssist<sup>®</sup> allows a subscriber to ask a clinician a question regarding any area of risk management in the healthcare setting and receive a direct response. Frequently asked questions (FAQs) are also a reference for users.

The Resource Center also allows subscribers to follow the status of key healthcare legislation. Users can see when a bill was introduced, the bill's sponsor, status details, any current action on the bill as well as news and blog coverage of the bill.

The calendar feature of the Resource Center lists important dates for the senior housing industry, including conventions and governmental deadlines.

An annual subscription to the Resource Center includes unlimited users within a single facility.

**For more information on  
Pendulum's Risk Management Resource Center,  
call or email us!**

**(888) 815-8250 • [info@WeArePendulum.com](mailto:info@WeArePendulum.com)**

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# PENDULUM

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## PENDULUM RISK MANAGEMENT RESOURCE CENTER FOR SENIOR HOUSING

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### Welcome to the Pendulum Risk Management Resource Center for Senior Housing

#### Select Resources

- Administration
- Adverse Event/Crisis Communication
- Bed Rail Safety Kit
- Best Practices
- Claim Management (MMSEA/MSA/MSP)
- Clinical/Resident Care
- Cyber Risk Control
- Departmental Services
- Emergency Management
- Employee Relations
- Environmental Health
- Facility Programs
- General Resource Information
- Government Reports/Publications
- HIPAA/HITECH
- Home Health/Hospice
- Incident Command System - Assisted Living
- Incident Command System - Nursing Home
- Insurance
- Key Legislation
- Legal Briefings
- Newsletters
- Pendulum Data Reports
- Pendulum Life Safety Code Kit
- Policies and Procedures
- Quality Assessment and Assurance
- Resident Safety
- Risk Management
- Safety and Security
- Special Populations
- Survey Management - Regulations

#### Best Practices

##### Pendulum

- Section 1: Risk Management Program
- Section 2: Risk Identification and Prevention
- Section 3: High Risk Exposures and Risk Reduction Strategies
- Section 4: Risk Reduction Strategies
- Section 5: Vulnerability Assessment

#### Guidelines for Best Practices

**Subject/Title:** 3.1 Defining High Risk Exposures and Risk Reduction Strategies

**References:** Pendulum, 4600B Montgomery Blvd, Suite 204, Albuquerque, NM, 87109, 888-815-8250, [www.WeArePendulum.com](http://www.WeArePendulum.com)

#### I. Introduction

*High Risk Exposures* are events or practices that occur in the long term care setting that often are the basis for a claim or lawsuit, and command the highest settlement dollars. Unfortunately, the trends in litigation have been for plaintiff's counsel to focus on resident outcomes that are relevant to complications of the aging process, and can be easily conveyed to and accepted by the public as shocking and unacceptable. Other high risk exposures relate to the vulnerability of the elderly as seen in exploitation and abuse.

#### Operational High Risk Exposures include:

1. Abuse
2. Elopement
3. Falls
4. Infections
5. Malnutrition/dehydration/weight management
6. Medication errors
7. Pain
8. Resident rights
9. Restraints
10. Skin/wounds

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### eAssist™

**Have a question about Risk Management topics in your facility?** eAssist™ is here to help facility managers and staff as a risk management resource to provide feedback and referral sources for information on risk and defensibility issues. Services provided include guidance on adverse events management, guidance on addressing risk concerns, and references to operational and clinical policies/procedures, regulatory issues, forms, and tracking tools. Your question may be answered in one of our Frequently Asked Questions (FAQs). If it is not, please submit a question using our online form.

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