



Training Products

DVDs

Skilled Nursing. InService Monthly has partnered with Pendulum to offer a set of 18 training DVDs for the skilled nursing setting. These DVDs are priced at \$125 per title or \$1,895 for a complete set. (DVDs are also available in a two-volume set priced at \$950 per volume.) Titles include:

- *Resident Rights* (20:00)
- *Recognizing and Reporting Changes in a Resident's Physical Condition* (15:00)
- *Pressure Ulcer Prevention* (17:00)
- *Fall Prevention* (15:00)
- *Nutrition and Hydration* (15:00)
- *Recognizing and Reporting Changes in a Resident's Mental Condition* (15:00)
- *Understanding Skin Breakdown* (17:00)
- *Incontinence Care* (15:00)
- *Safe Transfer* (15:00)
- *Infection Control* (15:00)
- *Communication with Residents and Their Families* (15:00)
- *Caring for Residents with Dignity and Respect* (15:00)
- *Understanding Abuse and Neglect* (15:00)
- *Documentation* (15:00)
- *Wandering and Elopement* (17:00)
- *Pain Management* (15:00)
- *Dementia Care Series Part I: Mental Decline and Caregiving Challenges* (20:00)
- *Dementia Care Series Part II: Physical Decline and Caregiving Challenges* (17:00)



Assisted Living. Senior Living University is Pendulum's partner firm in the production of in-service DVDs for the assisted living setting. These eight DVDs are sold as a set for \$495. Topics include:

- *Sensitivity to Aging – The Mind Is Willing, The Body is Weak* (14:55)
- *Observing and Reporting Changes in Condition* (8:47)
- *Vital Signs 1* (12:20)
- *Vital Signs 2* (15:54)
- *Reducing Resident Falls* (8:21)
- *Introduction to Alzheimer's Disease* (19:44)
- *Wandering ... Why and What Now?* (14:19)
- *Beyond Assisted Living ... Is it Time to Move?* (18:02)



Expectation Management. Pendulum offers the DVD *A Time of Transition* to our clients to use for expectation management. This is an excellent risk management tool that is intended to be the first step in an ongoing process of communication with family members and responsible parties. It is produced by the Ohio Health Care Association and Rolf & Goffman Co., LPA. \$34.

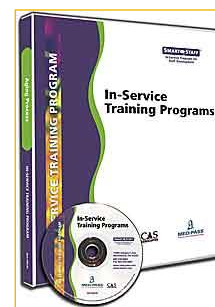
Training DVDs for Licensed Nursing Staff. Pendulum offers Medcom in-service training DVDs. This training is eligible for continuing education credit (CEU) and includes workbooks for the training. Prices range from \$199 to \$345. Topics include:

- *Meeting the Diabetes Challenge in Long Term Care* 1 CEU
- *Preventing Healthcare-associated Infections in Long Term Care* 1 CEU
- *Documentation: Legal and Administrative Considerations* 0.5 CEU
- *Lifting Safely to Prevent Injury* 1CEU
- *Comprehensive Geriatric Assessment* 1 CEU

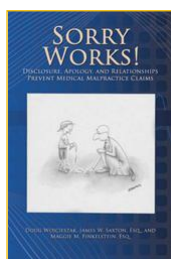
In-Service Programs

Pendulum and MED-PASS offer 12 SmartStaff in-service programs for staff development. The program includes a manual with a CD that contains handouts, record-keeping documents, and the lesson plan in PowerPoint. The programs are priced at \$119 per topic. Topics include:

- Physical Restraints: A Comprehensive Overview
- Medication Administration in the Nursing Facility
- Hand Hygiene and Proper Handwashing Techniques
- Aging Process
- OSHA's Bloodborne Pathogen Standard
- Skin Tears: The Enemy of Fragile Skin
- Documentation Review
- Prevention of Medication Errors
- Resident Abuse, Neglect and Misappropriation of Personal Property
- Pressure Ulcers: Reducing Risk and Managing Care
- Reducing Risk of Resident Falls
- Sexual Harassment in the Workplace



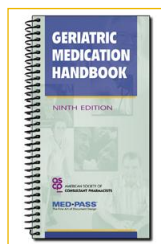
Books



Sorry Works! Disclosure, Apology, and Relationships Prevent Medical Malpractice Claims

Doug Wojcieszak, James W. Saxton, Esq., and Maggie M. Finkelstein, Esq.

Sorry Works! is a "how-to" manual for providers, hospitals, medical practices, and insurers who want to implement disclosure programs. The authors address the fears and concerns about disclosure and apology and teach healthcare, insurance, and legal professionals how to disclose in the right way and at the right time. Produced by The Sorry Works! Coalition, an advocacy organization for disclosure, apology (when appropriate), and upfront compensation (when necessary) after adverse medical events. \$25.



Geriatric Medication Handbook

This handbook provides quick and accessible medication-related reference information for nurses, home health aides, healthcare professionals, and caregivers serving seniors wherever they reside. The handbook was co-developed by the American Society of Consultant Pharmacists and MED-PASS. \$22.



Satisfied Customers Seldom Sue: A Guide to Exceptional Customer Service in Long-Term Care

Carol Marshall, MA

Satisfied Customers Seldom Sue is designed to cultivate strong customer service skills in a facility's long-term care nurses, frontline staff, and any other staff member who interacts with residents and families. Satisfied residents and families result in a decreased chance of lawsuits; positive word-of-mouth marketing, which leads to increased revenue; and improved working relationships with residents, families, staff, and the media. The book also includes a bonus CD-ROM containing helpful tools and supplements. Produced by HCPro. \$149.



Clinical Practice Guidelines

American Medical Directors Association (AMDA)

AMDA has published these clinical practice guidelines specifically for use in long term care settings. Subjects include acute change of condition, common infections, depression, falls and fall risk, pain management, pressure ulcers, and more. Please contact Pendulum for a complete title list. Priced at \$35 per guideline or \$585 for the complete set.