Balancing Risk and Defensibility

Unique among risk management consulting firms, Pendulum is an independently owned company offering an absolute third-party approach balancing risk and defensibility strategies in healthcare. A wide network of clients—and active professional visibility—keeps Pendulum connected with industry changes and insights.

Based in Albuquerque, New Mexico, and serving a nationwide clientele, Pendulum offers services that include liability risk assessments, on-site consultation, and development of quality and specialty programs.

A team of risk management specialists, made up of highly skilled clinicians and nursing home administrators located in all regions of the nation, is available to serve clients. Each consultant possesses extensive knowledge of risk management practices within multiple healthcare settings and will help assess risk and suggest practical, proven methods to develop quality and specialty programs to manage that risk.

On-site Risk Assessments

Pendulum leads the healthcare industry in conducting on-site professional liability risk assessments. During a full one-day assessment, a Pendulum consultant evaluates clinical and operational processes and the environment for risk of liability exposures. After the on-site visit, a written report of the assessment findings, including recommendations to enhance risk management practices, is sent to the client.

Products and Tools

- **Information and Training Modules**
  The modules are Pendulum’s newest tools and are designed to assist all levels of skilled nursing and assisted living facility staff in managing high-risk topics. Risk Management Strategies is the base module, and other module topics include fall management, abuse prevention and management, expectations management, and customer service.

- **Ticler® Software**
  Ticler was developed by Pendulum to track vendor professional liability certificates of insurance (COI), staff and agency training records, licensing and certifications, and equipment inventory and maintenance.

- **Pendulum NewsWatch Newsletters**
  These monthly newsletters keep readers current and informed on the latest industry developments, legal issues, and regulatory news. With two editions—one focused on Healthcare Risk Management, the other on Senior Housing—Pendulum NewsWatch provides a wealth of information in a wide range of key areas.

- **Claims Processing, Event Management, and MMSEA/MSP Reporting**
  Pendulum offers a Web-based claims processing system for professional liability insurers, third-party administrators, and self-insured groups. This system allows for MMSEA/MSP reporting, with Pendulum serving as the reporting agent. The Web-based event management system assists in tracking, trending, and managing events that occur in the healthcare setting, which is a critical function in managing liability risk.

- **Regulatory Impact Reports**
  With the law firm of Hall Booth Smith, P.C., Pendulum has developed a regulatory impact report. This report gives the user a quick look at what level of impact a facility survey and plan of correction may have on litigation. Compiled survey data from CareScout is studied, as is the facility’s five-star ranking and possible listing on the Special Focus Facility listing. The report also examines the impact of social media on possible litigation.

- **Scylla Social Media Listening Reports**
  Scylla Systems, LLC provides listening reports exclusively to Pendulum. The listening report is a summary of public postings on all types of social media. Scylla “listens” to only those conversations related to your facility. The facility-specific conversation is categorized by sentiment. (Sentiment analysis is a system for determining the sentiment of a sentence or phrase—sentiment refers to the thought or mood of a post and can be positive, neutral, or negative.) The report provides insight into where the conversations are occurring and the volume of activity around your facility.