

# P E N D U L U M ENTERPRISE

## RISK MANAGEMENT

a risk management blueprint

for SENIOR HOUSING

- Identify liability risks
- Minimize financial loss
- Promote positive reputation
- Enhance quality outcomes
- Support merger | acquisition due diligence

The Enterprise Risk Management System is ...

A web-based tool that helps to identify, assess, and manage risk in all areas of a senior living operation.

The ERM system assists with the assessment of risk in the following areas of business: Operational/Clinical, Environmental, Legal/Regulatory, Human Resources, Technology, Financial, and Strategic.

The ERM strategic plan is a powerful tool to manage against these internal and external risks.

The largest **external** risk factor is the financial health of national and state economies, along with the uncertainties of healthcare reform.

Primary **internal** factors include increasing acuity levels, managing family and resident expectations, aligning strategy with culture, controlling costs, and staffing challenges.

The ERM system:

- Suggests policies, procedures, programs, systems, committees, and strategies to reduce or eliminate the risk; and
- Provides a simple method to manage the implementation of risk-reduction strategies.

Heat maps illustrate the risk of each category, incident, or strategic program; the priority of risks; and the concepts and priorities of ERM.

A Gantt chart and a calendar feature show program timelines and deadlines.

Using the personalized, strategic plan to create a culture of risk management within a senior living company is the key to successfully implementing—and benefiting from—

**the Pendulum Enterprise Risk Management system.**

Interested in learning more?

Call or email Pendulum for more information today!

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

*Includes a one-year subscription to the Pendulum Risk Management Resource Center*

# P E N D U L U M ENTERPRISE

## RISK MANAGEMENT

a risk management blueprint

for SENIOR HOUSING

[Redacted]

### WRisk Categories

Notes	Category	Risk Event	Risk	Risk Tolerance	Implement Suggested Programs, Policies or Tools
	Operational/Clinical	Fall	75	Reduce	<input checked="" type="checkbox"/> Falls Management Program <input checked="" type="checkbox"/> Safety/Risk Meetings <input type="checkbox"/> Falls Assessment <input type="checkbox"/> Education Program for Staff and Families <input type="checkbox"/> Risk Disclosure Clause in Residency Agreement <input checked="" type="checkbox"/> Disclosure of Error Program <input checked="" type="checkbox"/> Incident Management System

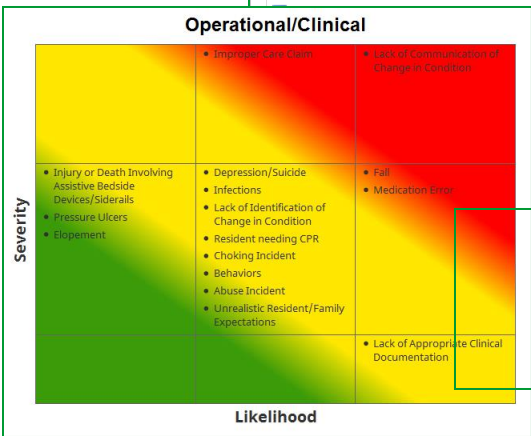
### Risk Reduction Strategies X Falls

Notes	Category	Risk Event	Risk	Risk Tolerance	Selected Programs, Policies or Tools	Effort
	Operational/Clinical	Fall	75	Reduce	Falls Management Program	40+ Hrs
	Operational/Clinical	Fall	75	Reduce	Safety/Risk Meetings	5 - 10 Hrs
	Operational/Clinical	Fall	75	Reduce	Disclosure of Error Program	10 - 25 Hrs
	Operational/Clinical	Fall	75	Reduce	Incident Management System	40+ Hrs

### Effort X Falls

Notes	Category	Risk Event	Risk	Risk Tolerance	Selected Programs, Policies or Tools	Effort	Priority
	Operational/Clinical	Fall	75	Reduce	Falls Management Program	40+ Hrs	High
	Operational/Clinical	Fall	75	Reduce	Safety/Risk Meetings	5 - 10 Hrs	Low
	Operational/Clinical	Fall	75	Reduce	Disclosure of Error Program	10 - 25 Hrs	Low
	Operational/Clinical	Fall	75	Reduce	Incident Management System	40+ Hrs	High
	Operational/Clinical	Fall	75	Reduce	Negotiated Risk Agreements for Noncompliant Resident	1 - 5 Hrs	High

### Priority X Falls



### WHeat Map, Illustrating Severity and Likelihood

### T Heat Table, Illustrating Priority

### Gantt Chart and Calendar for Timelines X