

PENDULUM

HUD Risk Management

Since 2010, Pendulum has been working with HUD lenders and borrowers to meet various HUD requirements, including a one-day, on-site risk assessment; implementation of an event management system incorporating a “real time,” Web-based incident management system; and determination and assistance in meeting the HUD Tier 1 or Tier 2, under Section 232, Risk Management Regulatory Agreement Requirements:

- **One-Day, On-site Risk Assessment**
 - Operational, clinical, and environmental review of liability exposures by a risk control consultant
 - A written report of findings with recommendations to enhance risk management practices is provided after the assessment
 - Pendulum assistance with additional risk reduction activities as requested
- **Use of the Pendulum Event/Incident Management System**
 - Real-time, Web-based incident reporting system
 - Risk control consultant review and monitoring of incident data trends and subsequent facility risk prevention initiatives
 - Clients can enter data directly into the system or choose to have Pendulum enter data
 - Maintains incident data and tracking separate from the Electronic Health Record
 - Informs management of all incidents with potential liability
 - Categorizes events by severity levels
 - Tracks and trends data
 - Produces texts and graphic reports to allow for data-driven analysis
 - Includes staff training
 - Includes management training on effective incident data analysis
- **HUD Lean Program**
 - One-day, on-location consultant visit to determine Tier 1 or Tier 2 status
 - Collaboration with a Pendulum risk control consultant to meet the Lean Program components relating to quality, risk, and incident management programming. Examples of services include:
 - Development of a formal, written risk management and quality management plan
 - Development of a formal adverse event/incident disclosure process
 - Development of a formal claims management program and process
 - Assistance with implementation of a Risk and Quality Management Committee
 - Risk control consultant review, and monitoring of incident data trends and subsequent facility risk prevention initiatives
 - Staff training
 - Implementation of the Pendulum Event/Incident Management System
 - A written report of findings with recommendations, along with a letter containing the determination of Tier status is provided after the visit

Together, we can offer effective solutions, serving you, as the lenders, and your borrowers. Call or email us today for more information!

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