

P E N D U L U M

RISK MANAGEMENT SERVICES



CONNECTED
RISK SOLUTIONS

ConnectedRiskSolutions.com

20 YEARS OF RISK MANAGEMENT SERVICES

Pendulum is a full-service risk management company providing consulting services, tools, products, and training to healthcare providers of all types. Our network of skilled risk control consultants is available to provide comprehensive desk-based and on-site liability risk assessments, customized risk management consulting services, and development of quality and specialty programs within multiple healthcare settings. Our risk management products include training materials and Web-based tools.

For 20 years, Pendulum has offered a balanced approach to evaluating potential risk and providing innovative risk management strategies. As we enter our third decade, we continue to be viewed by our clients as the premier risk management company in the industry.

Our mission is to assist organizations with minimizing professional and general liability risk and strengthening defensibility—we refer to this as balancing risk and defensibility.

SERVICES



ON-LOCATION SERVICES

Pendulum offers a wide variety of on-location services performed by our team of skilled consultants.

On-location services can be conducted in a spectrum of healthcare operations, from aging services (skilled nursing, assisted living, and independent living facilities) and hospitals to such specialty facilities as behavioral health.

Pendulum also provides consulting within the spectrum of allied health including, but not limited to, addiction/substance abuse, ambulance/non-medical transportation services, child and family services, clinics, correctional facilities, foster care/adoption agencies, genetics laboratories, home health/hospice organizations, medi-spas, and pharmacy services.

All of Pendulum's on-location services can be customized to fit any client's needs. A written report with findings is a component of every on-location consulting service. Recommendations are included to enhance risk management practices and provide valuable business intelligence with respect to resident/ patient/client safety.

PROFESSIONAL LIABILITY RISK ASSESSMENT

Pendulum's Professional Liability Risk Assessment is an effective tool utilized by insurance underwriters, agents, and brokers to make proactive and informed decisions regarding professional liability insurance coverage and market placement.

During a full one-day assessment, the Pendulum consultant evaluates clinical and operational processes and the environment for risk of liability exposures. The consultant's visit can include specific areas of focus customized to meet the client's needs. A written report that includes all of the consultant's findings and recommendations is also provided.

Pendulum's exclusive Risk and Defensibility Matrix allows identification of the risk of professional liability exposures and the facility's strength of defensibility should a claim be filed.

CUSTOMER SERVICE ASSESSMENT/TRAINING

Customer service has become an important facet of health care as organizations deal with the risk of litigation, regulatory surveys, and, for long term care facilities, the Centers for Medicare & Medicaid Services (CMS) Five-Star Quality Rating System. The Customer Service Assessment is a one-day, on-site evaluation of the organization's customer service program performed by a seasoned, customer service-focused risk management specialist.

Pendulum's Customer Service—Service Excellence Training Program will give your staff, managers, and leaders practical knowledge and techniques to strengthen your customer service program. This is an on-location training program, with the number of days determined by the topics to be covered and the number of times and locations for the presentation.

OIG COMPLIANCE ASSESSMENT

During a full one-day review, a Pendulum consultant evaluates the status of current facility and/or organizational practices as compared to Compliance Program Guidelines for healthcare, assisting organizations in strengthening their Office of Inspector General (OIG) compliance.

HIPAA/HITECH COMPLIANCE ASSESSMENT

As healthcare organizations continue to adopt information technology in the management of confidential patient information, ensuring compliance with Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH) Act requirements is paramount and a key element of an organization's overall compliance program. Pendulum can help an organization evaluate its existing processes and practices based on regulatory requirements and recommended best practices to help be successful in the management of protected health information (PHI) and its associated risks.

SECURITY VULNERABILITY ASSESSMENT

A comprehensive Security Vulnerability Assessment is performed by a qualified healthcare security professional. After the assessment, the facility is provided with a detailed analysis of findings. The consultant works with the facility's management team to enhance existing security practices and establish best practices. Services are customized to meet the needs of each facility on an individual basis.

HOSPITAL ASSESSMENT

Pendulum's on-location services for hospitals are designed to help identify opportunities for risk reduction and enhancement of defensibility. Over the course of one or two days, an expert consultant will visit the hospital and conduct an extensive review of a clinical or operational focus area(s). The areas of review selected typically have high risk and/or regulatory exposures. Recommendations on how to reduce risk and improve defensibility are offered throughout the process along with the comprehensive report provided to the facility.

CYBER VULNERABILITY ASSESSMENT

The devices we use are more and more connected every day. This creates a borderless network in which servers, storage, desktops, printers, phones, and security systems—and even lighting, HVAC systems, and coffeemakers—are all interconnected. This integration introduces increased risk of business interruption, network breaches, service outages, and loss of valuable confidential data. We have partnered with Ardhm Technologies to offer network vulnerability analysis and penetration testing. Ardhm's networking security engineers combine top-tier network assessment methodology, custom coding, and in-depth testing tools with years of security, testing, and remediation experience to provide recommendations for protecting valuable data and businesses.

LIFE SAFETY ASSESSMENT

During a full one-day assessment, the consultant evaluates multiple elements of the facility's fire and life safety program to help assess proficiency pertaining to emergency response procedures. The service includes interviews with leadership and other staff members, a detailed evaluation of all elements of the physical plant, and review of written emergency procedures.

EMERGENCY OPERATIONS PLAN ASSESSMENT

The Emergency Operations Plan Assessment is a multi-discipline, systematic process that provides administrators and organizational leadership with an unbiased, objective evaluation of a facility's disaster planning and emergency management programs. Disaster specialists utilize document review, inventory analysis, human resources assessments, and a physical plant survey to provide a complete evaluation of a facility's state of readiness as well as compliance with recommended practices.

MOCK OSHA AUDITS

It wasn't long ago that a healthcare facility could turn to OSHA for guidance, consultation, training, and other forms of assistance—but those days are gone. OSHA is now about enforcement and is using severe monetary penalties against long term care facilities to drive home this point. The National Emphasis Program (NEP) clearly states OSHA will target nursing homes and residential care facilities in an effort to reduce occupational illnesses and injuries. Mock OSHA Audits are performed by certified and experienced healthcare safety professionals. Taking the same approach as an OSHA compliance officer, the consultant provides a comprehensive review of a facility's safety management program.

FOCUSED ON-SITE CONSULTING SERVICES

Risk management consulting services may be customized to meet the needs of the organization. Examples include conducting a corporate risk readiness assessment, assisting with the development of a facility-based risk management program, staff training, development of specific high-risk policies and procedures, or a focus on trends in claims or clinical risk issues. The areas of review selected typically have high risk and/or regulatory exposures. Recommendations on how to reduce risk and improve defensibility are offered throughout the process along with the comprehensive report provided to the facility.

PENDULUM ARMED INTRUDER AND ACTIVE SHOOTER PROGRAM

What would you do if an armed intruder makes his or her way into your building? Are you and your staff prepared?

The Pendulum Armed Intruder and Active Shooter Program is presented by the Pendulum Crisis Management Team, whose experts review what you need to know and for what you need to be prepared in the event that a hostile act occurs within your building or on your property.

The Pendulum Crisis Management Team includes members of EM Alliance, a partnership formed by leaders in risk management, fire and life safety, security administration, and disaster recovery to provide the tools and services needed for disaster planning, response, mitigation, and recovery.

MEDICAL RECORD PROCUREMENT SERVICE

Procuring and organizing medical records and other documents to defend a claim can require considerable time and effort on the part of a legal team. Pendulum's Medical Record Procurement Service saves time by providing a facility with seasoned healthcare consultants who can locate documents critical to a claim.

Based on their wealth of experience, Pendulum's consultants know the usual—and unusual—places where facilities store their records. Using a client-provided list, the procurement team can collect and organize items including, but not limited to, medical records, incident reports, meeting documentation, physician orders, correspondence, and personnel records, allowing legal teams to focus on review of documents and building a defense.

PENDULUM'S INFECTION PREVENTION AND CONTROL ASSESSMENT

Pendulum's Infection Prevention and Control Assessment takes an in-depth look at a facility's infection control program. Assessment areas include general guidelines relating to the infection control program, role of the infection preventionist and infection control committee, surveillance, antibiotic stewardship and more. The risk control consultant will also discuss types of infection specifically seen in the long term care environment. In addition to the on-location service, this assessment can also be desk-based.



DESK-BASED CONSULTING

COMPREHENSIVE DESK-BASED RISK MANAGEMENT ASSESSMENT

Pendulum's desk-based assessment is an effective tool to help senior housing communities, service providers, and allied health insureds evaluate and identify areas of professional and general liability risk. Like our on-site risk assessment, this may be utilized by insurance underwriters, agents, brokers, and providers to make proactive and informed decisions regarding risk and defensibility.

It can also be used as a significant value-added service as well as an insurance renewal incentive. Interviews with a risk control consultant are scheduled with key leadership and staff, while documents are reviewed in advance of these calls. A virtual tour is included as well as remote review of resident records. A written report is provided that includes all of the consultant's findings and, if needed, valuable risk control recommendations.

DESK-BASED AUDIT SERVICES

The professional liability desk audit includes a review of specific facility documents, including policies and procedures, regulatory survey data, loss runs, staff training, and orientation records. A written analysis of risk potential and possible defensibility is provided—along with recommendations for risk-reduction strategies and strengthening defensibility.

Pendulum offers focused desk audits concentrating on two high risk areas. The falls desk audit and skin/wound desk audit both delve deeply into these high risk areas to assist a facility with these programs.

The emergency operations plan desk audit is designed to provide a comprehensive analysis of a facility's plan. The desk-based review includes a review of documents and a telephonic meeting with key facility staff. After the desk-audit review is completed, a written report of findings, including recommendations to enhance the facility's plan is sent to the client.

ASSISTLINE™

AssistLine is Pendulum's risk management hotline. Subscribers can call or email Pendulum's staff of skilled risk managers to ask questions and get resource information pertaining to risk reduction and mitigation of potential losses.

AssistLine provides guidance on adverse event management and addressing risk concerns—as well as references for operational and clinical policies and procedures, regulatory issues, forms, and tracking tools.

PRODUCTS

— INFORMATION AND TRAINING MODULES

Pendulum's Information and Training Modules are designed to assist all levels of facility staff in managing high-risk topics. The modules are customized specifically for the skilled nursing and assisted living settings. The base module is Risk Management Strategies; this module is an excellent reference in helping a facility manage risk and includes our complete suite of sample policies and procedures. All modules include in-service training programs for all levels of staff.

— SKILLED NURSING FACILITY SURVEY DATA REPORTS

These reports provide facility staff with survey results and resident demographic information kept on file by CMS. The SNF survey report features current and past survey data to assist the facility to see their survey history and trends.

— MED-PASS EMERGENCY PREPAREDNESS PRODUCTS

Co-developed with Pendulum, this line of products includes an emergency preparedness planning resource manual, an emergency preparedness and response policy and procedure manual, and an emergency management guide.

— TOOLS AND TRAINING PRODUCTS

Pendulum offers tools and training products professionally produced by leaders in the healthcare industry, including:

These guides, books, DVDs, tools, training programs, and references have been carefully selected by Pendulum's clinical staff in order to help a facility manage high-risk areas and in-service training.

- AMDA
- HCPPro
- Medcom
- MED-PASS
- SeniorLivingU
- Sorry Works!

— WEBINARS

Pendulum can provide live or recorded webinars on a wide variety of risk management topics. Webinars can be customized per client utilizing real-world examples provided by the client. Popular topics include documentation, fall management, and resident safety.

WEB RESOURCES

CUSTOMIZED ONLINE RESOURCE CENTER

Through an annual subscription, users may access numerous documents online that can help the facility administrator or clinician in managing risk in the healthcare setting. Information on the Resource Center includes assessment forms and checklists; aging-related risk language; clinical policies and procedures; regulatory guidelines; survey management tools; and risk-reduction recommendations.

eAssist™ allows the subscriber to ask a risk control consultant a question regarding any area of risk management in the healthcare setting and receive a direct response.

Pendulum offers both a senior housing and allied (miscellaneous medical) resource center.

RISK MANAGEMENT RESOURCE CENTER

The "Resources for Risk" online resource center is a Pendulum product designed to provide a client with the ability to offer its clientele a branded, password-protected Web portal with extensive risk management resources created and/or sourced by Pendulum.

The center contains resources from the Pendulum Risk Management Resource Center but also allows clients to upload their own resources that are solely available on the customized center. Pendulum will build a portal using the client's logo, colors, and risk management resource documents to provide a powerful risk management website with a unique Web address (URL) that can be marketed without any reference to Pendulum.

ENTERPRISE RISK MANAGEMENT

One of Pendulum's newest risk management tools, Enterprise Risk Management (ERM) is a Web-based system that helps a facility develop a strategic risk management plan. ERM allows facility staff to assess the probability and impact of internal and external risk events in operational/clinical, environmental, legal/regulatory, human resources, technology, financial, and strategic areas.

Based on the facility's priorities, the system generates a comprehensive action plan with assigned tasks and time lines.

Implementing the ERM program not only can reduce liability risks and the potential for financial loss—it can also enhance quality outcomes and reputation.

OUR CONNECTED RISK SOLUTIONS PARTNERS

Our partner firms include **AB Risk, KB Risk, Highland Risk Services and Pendulum Risk Management Services.**



678.359.6365 | ABrisk.com
931 Tullis Road
Lawrenceville, GA 30043

The AB Risk specialists have deep industry relationships and expertise in the fields of healthcare, managed care, life sciences and social services. This translates into winning proposals backed by our policy comparisons that simplify your job.

Areas of Specialization include:

- Managed Care
- Life Sciences
- Social Services



MANAGED CARE RISK SOLUTIONS
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678.359.6365 | ABrisk.com/KB-risk
931 Tullis Road
Lawrenceville, GA 30043

KB Risk Solutions is a team focused on serving the managed care industry. Our primary product lines are stop loss covers for provider groups, HMOs, health plans, ACO reinsurance, and the associated managed care E&O and management liability exposures for these organizations.

Areas of Specialization include:

- Stop loss coverage for provider groups
- HMOs
- Health plans
- ACO reinsurance
- Managed care E&O



847.832.9100 | HighlandRisk.com
570 Frontage Road, Suite 330
Northfield, IL 60093

Highland Risk Services provides insurance information and programs to those who serve the healthcare industry, the professional liability needs of real estate firms, and the ever-growing need for cyber insurance across a wide range of industries. Our team of experts knows what agents expect and have built that knowledge into every part of the process.

Areas of Specialization include:

- Cyber Insurance
- Real Estate Agent Professional Liability
- Healthcare Industry Professional Liability

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4600B Montgomery Blvd. NE, Suite 204, Albuquerque, NM 87109
888.815.8250 | WeArePendulum.com | info@WeArePendulum.com