



## Happy New Year from the Pendulum Team!

We hope 2018 has started out on a positive note for you. We are ready to serve you in the New Year and wanted to take a moment to thank you for your patronage in the past year.

With the close of 2017, we would like to share some highpoints of the year with you:

- **Director of Risk Management Services**  
We are pleased to announce the hiring of Monica Chadwick, RN, BSN, LNCC as Director of Risk Management Services. Monica is charged with assisting Cindi Falcone, Senior Vice President Risk Management Services, with client management and the development of risk management products and services.
- **Business Expansion**  
Pendulum is still your go-to company for aging services consulting, but we have grown our consulting services firmly into hospitals, home health and hospice, and allied medical services this past year.
- **New Accounts**  
We brought on five new carrier accounts in 2017. As the marketplace continues to tighten, we expect more growth with carrier clients who know the value of risk management services.
- **Pendulum Staff Tenure**  
We know how it feels when you reach out to a company and they remember who you are—we are proud of the tenured staff we have here at Pendulum. Many of our staff members have been with us for more than six years, and two members have hit above the 10-year mark!
- **Pendulum Consultants**  
The consultants who work with us have experience in a wide range of specialty areas. This helps us to help you receive the consulting that you need! We can proudly say we have consultants who have been with us from the beginning ... adding up to almost 200 years of combined tenure! And as we add new specialty areas and need additional help, we are still as selective as ever when bringing new consultants to the Pendulum network.

Pendulum is Pendulum because of clients like you—thank you for your continued support. Here's to the New Year and all the possibilities that it brings!

Sincerely,

Ric Henry, NHA, Fellow  
President  
Pendulum, LLC

*Albuquerque International Balloon Fiesta photo by Sarah Granoff, Pendulum Technical Editor. The Balloon Fiesta is held annually in the city during the first week in October.*