

“Helping our clients reduce professional liability exposure by balancing risk and defensibility.”

Pendulum Clinical Risk Management provides our clients risk management consulting services, tools, products, and training. Our network of risk control consultants are available to work within multiple healthcare settings providing liability risk assessments, on-site consultations, and the development of quality and specialty programs customized to the specific organization. Our clients also receive the benefit of our specialized risk management 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 are proud to continue to be viewed by our clients as the premiere risk management company in the industry.

ASSESSMENT SERVICES

Pendulum offers a wide variety of assessment services that can be conducted on location or desk-based. These 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.

We also provide 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 assessment services can be customized to fit any client’s needs.

A written report with findings is a component of every assessment service. Recommendations are included to enhance risk management practices and provide valuable business intelligence with respect to resident/patient/client safety.

SERVICES INCLUDE

- Professional Liability Risk Assessments
- Infection Prevention and Control Assessment
- Customer Service Assessments/Training
- Cyber Vulnerability Assessments
- Focused On-site Consulting Services
- OIG Compliance Assessments
- HIPAA/HITECH Compliance Assessments
- Emergency Operations Plan Assessments
- Life Safety Assessments
- Security Vulnerability Assessments
- Mock OSHA Audits
- Hospital Assessments
- Medical Record Procurement Services
- Armed Intruder and Active Shooter Programs

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

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.

TOOLS AND TRAINING PRODUCTS

Our tools and training products are professionally produced by leaders in the healthcare industry, including:

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

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.

RISK MANAGEMENT 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.

"RESOURCES FOR RISK" CUSTOMIZED ONLINE 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.