PENDULUM ENTERPRISE RISK MANAGEMENT SYSTEM
A Risk Management Blueprint for Senior Housing

Pendulum's Enterprise Risk Management System is a web-based program designed to identify, assess, prioritize, and manage risk in all areas of a senior living operation. This system allows an operation to:

- Optimize risk-based strategic and business decision-making
- Identify, prioritize, and manage liability risks
- Minimize financial loss and support value creation
- Improve performance, reputation, and regulatory compliance
- Support merger/acquisition due diligence

External and internal risks facing senior care organizations are multifactorial and multidimensional, including financial, legal, regulatory, clinical, business, insurance, human resources, and technology risks. Daily factors also impact risk, including managing family and resident expectations, increasing resident acuity levels, aligning strategy with culture, controlling costs, and staffing challenges.

The Enterprise Risk Management System strategic platform is a powerful tool to systematically manage internal and external risks by understanding key risk drivers; event probability; and the severity impact of the risks on property, business, and human resources. The senior care Enterprise Risk Management System assists with the assessment of risk in the following areas of business: Operational, Clinical, Environmental, Legal/Regulatory, Human Resources, Technology, Financial, and Strategic.

Pendulum Enterprise Risk Management System benefits:

- Provides a management platform to quantify and prioritize system risks
- Includes project prioritization and tracking tools
- Suggests programs, systems, and strategies to manage risks

The Enterprise Risk Management System uses heat maps to illustrate the risk of each category, incident, or strategic program; the priority of risks; and the risk tolerance of the organization. A Gantt chart and calendar support program timelines and deadlines.

The Pendulum Enterprise Risk Management System is designed to support a senior living community's risk management program *and* foster a strategic understanding of organizational risks and risk tolerance optimizing risk-based strategic and business decision-making. Purchase of the system includes a one-year subscription to the Pendulum Risk Management Resource Center for Senior Housing.

Please see second page for screenshots of the Pendulum Enterprise Risk Management System.

PendulumRisk.com | 888-815-8250

PENDULUM
RISK MANAGEMENT SERVICES

PENDULUM
ENTERPRISE
RISK MANAGEMENT
a risk management blueprint
for SENIOR HOUSING

ERM Tool   Contact Us   Help

| Operational | Clinical | Environmental | Legal/Regulatory | Human Resources | Technology | Financial | Strategic |

◀ **Risk Categories**

Risk-reduction Strategies | Effort | Priority | Assignments | Action Plan | Heat Maps | Gantt Chart | Calendar

Operational

❌ **Exclude All Operational Risk Events**

ⓘ Please fill in all form fields. When complete, click the *Submit* button at the bottom of the page.   **Submit**

Notes	Exclude	Risk Event	Possible Drivers	Probability	Human Impact	Property Impact	Business Impact	Risk	Risk Tolerance
☐	❌	Insufficient communication to governing	Quality/risk issues not reported to governing body	○ NA ○ Low ○ Moderate	○ NA ○ Low ○ Moderate	○ NA ○ Low ○ Moderate	○ NA ○ Low ○ Moderate	0 / 0 – 100	○ Accept ○ Transfer/Share ○ Avoid ○ Reduce ◉ NA

Notes	Category	Risk Event	Risk	Risk Tolerance	Implement Suggested Programs, Policies or Tools
📝	Operational/Clinical	Fall	75	Reduce	☑ Falls Management Program ☑ Safety/Risk Meetings ☐ Falls Assessment ☐ Education Program for Staff and Families ☐ Risk Disclosure Clause in Residency Agreement ☑ Disclosure of Error Program ☑ Incident Management System

Risk Reduction Strategies ▶ 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
📝	Operational/Clinical	Fall	75	Reduce		1 – 5 Hrs

Effort ▶ 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 ▶ Falls

Clinical

- Resident needing CPR
- Behaviors

- Injury/incident during two-person transfer
- Insufficient or no identification of change in condition
- Abuse Incident
- Infections
- Insufficient appropriate clinical documentation

- Pressure ulcer
- Fall

- Inadequate resident hand-off
- Treatment/diagnostic error
- Incomplete/unavailable policies and procedures

- Diabetes management
- Depression/suicide
- Injury or death involving assistive bedside devices/side rails
- Insufficient communication of change in condition

- Improper care claim
- Choking incident
- Unrealistic resident/family expectations
- Elopement
- Medication error

Severity / **Likelihood**

◀ **Heat Map, Illustrating Severity and Likelihood**

▼ **Heat Table, Illustrating Priority**

Category	Risk Event (0 – 100)	Selected Programs, Policies or Tools
Operational/Clinical (28)	Lack of Communication of Change in Condition (88)	Education Program for Identifying Resident Changes in Condition, Documentation and Communication (3)
Operational/Clinical (28)	Fall (75)	Incident Management System (3)
Operational/Clinical (28)	Fall (75)	Negotiated Risk Agreements for Noncompliant Resident (3)
Operational/Clinical (28)	Fall (75)	Falls Management Program (3)
Operational/Clinical (28)	Fall (75)	Safety/Risk Meetings (1)
Operational/Clinical (28)	Fall (75)	Disclosure of Error Program (1)

Gantt Chart

Task name	Start time	Duration	Priority	11/30/2020	12/07/2020	12/14/2020	12/21/2020	12/28/2020	01/04/2021
📁 Operational	2020-12-07	49					Operational		
Written risk/quality plan	2020-12-14	42	Medium			Priority: Medium	Written risk/quality plan		
Risk/quality manager job description	2020-12-07	7	High	Priority: High	Risk/quality manager Sarah				
Committee structure revisions	2020-12-28	11	Medium					Priority: Medium Committee structure revisions Diane	
Quality/risk data tracking and trending re	2020-12-07	24	High	Priority: High	Quality/risk data tracking and trending reports Anthony				
Proactive risk prevention program	2020-12-14	28	Medium		Priority: Medium	Proactive risk prevention program		William	

Calendar
December 2020

Gantt Chart and Calendar for Timelines ▲