

# HOSPICE AND HOME HEALTH CARE ON-LOCATION SERVICES

Both hospice and home health care organizations are facing the challenges that come with rapid growth due to an aging population, extensive regulatory changes, partnering with hospitals through accountable care organizations, and stricter requirements for provision of services. As the complexity and use of services expands, organizations are at greater risk of liability claims unless they have sound risk management practices in place. Pendulum, a leader in the healthcare liability risk control arena, provides risk management consulting services to help organizations manage their risk and strengthen their defensibility in the event of a claim.

Pendulum offers a wide-variety of on-location services for hospice and home health care organizations, including our signature one-day professional liability risk assessments as well as focused reviews of specific areas of concern and customized clinical consulting. Pendulum's hospice and home health care services are performed by highly skilled consultants who have direct experience as leaders in these fields.

While working with your organization, our consultants review and evaluate a number of clinical and operational areas. A standard risk assessment covers policies and processes related to:

- The organization's governing body
- Risk, quality, and safety programs
- Incident management
- Contracts and credentialing
- Grievances and satisfaction programs
- Operations, including automobile policies and sexual abuse policies
- Human resources files, the employee handbook, and staff training
- High-risk areas such as marketing material, admission and discharge, documentation, special procedures, falls, skin, aggressive behaviors, medication management, and abuse
- In-patient units
- Bereavement services
- Environmental issues and office presentation

All on-location services can be customized to fit the client's needs. Assessments include a written report with recommendations for changes.

For more information on how Pendulum can help your organization improve its risk management practices to meet the needs of an ever-changing and growing industry, please call (888) 815-8250 or email ([Info@PendulumRisk.com](mailto:Info@PendulumRisk.com)) us.

