

The hospital setting presents unique challenges in the areas of risk and defensibility. Pendulum offers unique services to help these facilities face those challenges.

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, one of Pendulum's expert consultants 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 and in a comprehensive report provided to the facility.

On-location risk management services for hospitals may include review of the following areas:

- Administration (policies and procedures, credentialing, contracts, incident management, and claim reporting)
- Employee relations (human resources function, employee files and orientation, performance reviews, agency use, staffing, and staff education and training)
- Hospital programs (risk management, quality improvement, safety, infection control, and hospitalists)
- Clinical services (nursing, emergency, surgical, anesthesia, perinatal and infant security, behavioral health, etc.)
- Ancillary services (admissions, volunteers, etc.)
- Environment
- Other high-risk areas (medical records and documentation, Office of Inspector General [OIG] compliance, Health Insurance Portability and Accountability Act [HIPAA], Health Information Technology for Economic and Clinical Health [HITECH], fall management, abuse prevention, skin integrity, informed consent, and do-not-resuscitate status)
- Active shooter/armed intruder and security services

