

ON-LOCATION SERVICES

Pendulum offers a wide variety of on-location services performed by our team of highly skilled consultants. On-location services can be conducted in a spectrum of healthcare operations from skilled nursing and assisted living facilities, continuing care retirement communities, hospitals, and specialty facilities—such as mental health—to community-based services like hospice, home care, and PACE (Program of All-inclusive Care for the Elderly). All of Pendulum's on-location services can be customized to fit the needs of the operation.

ON-SITE RISK ASSESSMENT

From the customized visit to the written report, Pendulum risk assessments are an effective tool utilized by insurance underwriters, agents, and brokers to make proactive and informed decisions regarding professional liability insurance coverage and market placement. The on-site risk assessment report also assists the insured provider with risk reduction strategies to minimize risk and improve defensibility. This report can be utilized by the provider in acquiring professional liability insurance. A written report of assessment findings, including recommendations, is sent to the client and insured after the assessment.

INFECTION PREVENTION AND CONTROL ASSESSMENT

Pendulum's infection prevention and control assessment takes an in-depth look at a facility's infection control program. This assessment is conducted by a risk control consultant well versed in infection control. Assessment areas include general guidelines relating to the infection control program, role of the Infection Preventionist, Standard- and Transmission-based precautions, role of the Infection Control Committee, integration of the Infection Control Program with the Quality Program, surveillance including environmental and ongoing monitoring, antibiotic stewardship, and staff training.

CUSTOMER SERVICE ASSESSMENT

Care and services represent only one part of what a healthcare facility provides to its patients, residents, and clients. Customer service is another factor in providing care and services and its importance cannot be overstated. Organizations that do not promote exceptional customer service to their patients, residents, clients, and their families run the risk of not only litigation, but possible poor regulatory survey outcomes and reduced census. This assessment, performed by a seasoned, customer service focused risk management specialist, evaluates an organization's key policies and practices. A report with practical recommendations for program enhancement is provided.

OIG COMPLIANCE ASSESSMENT

The Office of Inspector General (OIG) Compliance Program Assessment is a one-day assessment with a focus on the structure of the organization's compliance program, communication and reporting systems and processes, internal audit, assessment, and monitoring processes as well as the compliance training program. Recommendations on how to develop or enhance the compliance program are provided in a comprehensive report to the client.

HIPAA/HITECH COMPLIANCE ASSESSMENT

Pendulum offers organizations a privacy and security compliance and risk assessment that serves to evaluate the Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH) privacy and security standards and assess the overall security, integrity, and associated processes to ensure the proper management of protected health information. Each professional compliance assessment includes real time consulting services during the assessment process as well as a detailed report with current recommended best practices.

EMERGENCY OPERATIONS ASSESSMENT

The emergency operations plan assessment is designed to provide a comprehensive analysis of a facility's plan. This one-day assessment utilizes document review, inventory analysis, a human resources assessment, and a physical plant survey to provide an evaluation of a facility's state of readiness as well as compliance with recommended practices pertaining to disaster planning and recovery programs. After the assessment, a written report of findings, including recommendations to help implement plans and programs, is sent to the client.

SECURITY VULNERABILITY ASSESSMENT

This comprehensive one-day assessment helps find a facility's security vulnerabilities. Performed by a qualified healthcare security professional, the facility is provided with a detailed analysis of the findings after the assessment, with any immediate concerns identified at the end of the day's assessment. Every healthcare facility that is visited is unique, and services are customized to meet the needs of each facility on an individual basis.

LIFE SAFETY ASSESSMENT

During a full one-day assessment, the consultant evaluates all elements of a facility's fire and life safety program. The service includes interviews with leadership staff, a detailed evaluation of all elements of the physical plant, review of written emergency procedures, and interviews with select staff members to help assess proficiency pertaining to emergency response procedures. After the visit, a written report of assessment findings, including recommendations to enhance risk management practices, is developed.

FOCUSED ON-SITE CONSULTING SERVICES

Risk management consulting services can be customized to meet the needs of the organization. Examples include conducting a corporate risk readiness assessment, assisting with the development of a facility-based risk management program, development of specific high-risk policies and procedures, or focusing on specific claims or clinical risk issues. The organization may also choose a focused survey review, examining areas of concerns based on regulatory survey deficiencies.

Pendulum consultants are also available to train on topics of interest to facility management. Training is customized to meet the needs of the facility.

CUSTOMER SERVICE TRAINING

Pendulum's Customer Service—Service Excellence Training Program will give your staff, managers, and leaders practical knowledge and techniques to strengthen your customer service program. This is an on-location training program and is customized based on the team members that will be attending the training, with the number of days determined by the topics to be covered and the number of times and locations for the presentation.

FOCUSED TRAINING

Focused training is just that—training created to suit each client's specific needs. Training on many topics related to risk management and specialty programs is available. Training can be conducted on-location or remotely via a live or recorded webinar.

ARMED INTRUDER—ACTIVE SHOOTER TRAINING PROGRAM

This training program allows an organization to understand a state of preparedness and define terminology and concepts specific to a hostile act within the building and understanding how one type of incident can morph into another. The program will review a case study and discuss unforeseen challenges an event can generate. Staff will also be taught how they can protect themselves during the commission of a hostile active event within the building by utilizing "The Four Outs" of the Active Shooter Safety Action Plan. Most of all, the program helps the organization and staff remain safe and alive during an active hostile event.