

PENDULUM DESK AUDITS

Pendulum Professional Liability Desk Audit

This desk audit is a unique and convenient service that allows for the review of a facility's liability risk and defensibility based on a review of information provided by the facility (pre-consultation questionnaire and a limited number of documents) and a phone interview between the facility representative and one of Pendulum's risk control consultants. After the interview, the facility receives a risk and defensibility rating in a written report. Recommendations are made to assist the facility in minimizing its liability risk and potentially strengthen its defensibility should a claim occur. To complete the desk-audit process, the facility is asked to respond to the recommendations provided by the consultant. The response is reviewed by a risk management expert, with follow-up provided, allowing a full circle of feedback from start to finish.

Pendulum Falls and Skin Focused Desk Audits

Pendulum offers two individual focused desk audits for the high-risk areas of falls and skin. Conducted by risk control consultants who specialize in these areas, both the fall management desk-based review and the skin and wound management desk audit looks at a facility's fall management and skin integrity and wound management program in detail. After reviewing documents provided by the facility, a phone interview is conducted with a facility representative to further discuss the program. Recommendations are made in a written report to the facility. Responses are reviewed, and follow-up is provided, allowing a full circle of feedback from start to finish. Both these desk audits are available for skilled nursing and assisted living facilities.

Pendulum Emergency Operations Plan Desk Audit

Improve the facility emergency operations plan with this unique service that provides a thorough examination of the submitted plan and an assessment on multiple levels of its overall presentation. This detailed process is conducted by experienced emergency preparedness specialists, who have extensive backgrounds in emergency planning, management, response, recovery, and code compliance. The specialist assesses the submitted plan on several critical points of plan structure, including utilization of "All Hazards" planning and management, integration of an Incident Management System (Incident Command System), Continuity of Operations Planning (COOP), emergency resources/contact information, and more. Upon completion of the review, the facility will be provided with a comprehensive report that cites the plan's strengths, vulnerabilities, and areas in need of improvement. Recommendations are provided for each item determined to be deficient or in need of improvement.

Pendulum Office of Inspector General (OIG) Compliance Program Desk Audit

With the passage of The Patient Protection and Affordable Care Act of 2010, the U.S. Congress mandated that on a date (yet to be determined) all healthcare agencies regardless of size would have in place a corporate compliance and ethics program. Pendulum has developed a desk-based review to assist a facility or organization in determining and preparing for OIG compliance readiness. This service includes a preliminary conference call with key facility members to discuss compliance related processes that are in place. The assigned consultant then completes a review of documents. Findings are presented in a written report to the facility along with recommendations for enhancing the compliance program.