

Pendulum Risk Management Services and Products Descriptions

On Location Services		Service Cost
Professional Liability Risk Assessment and Report (PLRA) <i>Assess liability risk and defensibility</i>		\$3,500.00
Disaster Preparedness Assessment and Report (DPA) <i>Assess disaster preparedness and defensibility</i>		\$3,500.00
Life Safety Assessment and Report (LSA) <i>Assess all elements of the facility's fire and life safety program</i>		\$3,500.00
Security Vulnerability Assessment (SVA) <i>Assess facility security for both staff and residents/patients</i>		\$3,500.00
Customer Service Assessment (CSA) <i>Assess facility customer service program; provide recommendations for program enhancement</i>		\$3,500.00
One Day Focused Survey Review <i>Examines areas of concerns based on regulatory survey deficiencies</i>		\$3,500.00
OIG Compliance Assessment <i>Evaluation of facility practices as compared to the OIG CPGs for nursing facilities</i>		\$3,500.00
QIS Preparedness Assessment <i>Prepare facility for QIS survey with creation of an action plan</i>		\$3,500.00
Focused Consulting Service <i>Customer-driven focus on specific compliance, claims, or clinical systems issue</i>		\$3,500.00
Continuing Care Retirement Community (CCRC) Two-day PLRA and Report		\$5,500.00
Clinical Services Consulting (Day with the Director) <i>Clinical Mentor Program</i>		\$3,500.00
Clinical Mentor Program: Consultant is "assigned" to a specific clinical services staff member: DON, ADON, Nurse Supervisor, etc. Consultant will spend the day with a staff member of facility's choosing, observing organizational skills, workflow handling, problem solving, meeting management, and general job functioning.		
On-site Training Services <i>Staff training on topics of interest to facility management</i> One on-site service day		\$3,500.00
Risk Management Services		
Desk-based Audit Services		
PL Desk Audit <i>Assess liability risk and defensibility via interview with report and response review</i>		\$995.00
OIG Compliance Desk Audit <i>Review of OIG compliance</i>		\$1,500.00
Disaster Plan Desk Audit <i>Specialist review of facility disaster plan, interview, report, and response review</i>		\$1,500.00
Risk Control Consulting Services <i>Access to an assigned risk consultant for policy year. \$1,500.00/eight-hour unit, minimum four-hour block</i>		\$1,500.00
AssistLine™ <i>Hotline to a Pendulum risk manager regarding matters of risk and defensibility. Cost per year</i>		\$250.00
Risk Management Tools		
Risk Management Strategies Module	SNF	\$495.00
Risk Management Strategies Module	ALF	\$495.00
<ul style="list-style-type: none"> ✓ Risk Reduction Recommendations ✓ Risk Plans ✓ Admission/Arbitration Material ✓ Informed Decisions – Pendulum In-service Training Program ✓ Best Practices for Risk Management Strategies ✓ Sample Policies and Procedures ✓ Subscription to the Pendulum Risk Management Resource Center 		
Expectations Management Module	SNF and ALF	\$295.00
<ul style="list-style-type: none"> ✓ Expectations Management – Pendulum In-service Training Program ✓ Family and staff tools ✓ DVDs: <i>Setting Realistic Expectations</i> (ALF) and <i>Transitions in Time</i> (SNF) 		
Fall Management Module	SNF	\$395.00
Fall Management Module	ALF	\$395.00
<ul style="list-style-type: none"> ✓ Fall management information (including restraint use), policy and procedures, and best practices ✓ Fall Management – Pendulum In-service Training Program ✓ MED-PASS SmartStaff In-service Program for Staff Development, <i>Aging Process</i> (ALF) ✓ AMDA Falls and Fall Risk Practice Clinical Practice Guideline (SNF) ✓ DVDs: <i>InService Monthly, Fall Prevention</i> (SNF) or <i>Senior Living University, Reducing Resident Falls</i> (ALF) 		
Abuse Management Module	SNF and ALF	\$295.00
<ul style="list-style-type: none"> ✓ Abuse Management – Pendulum In-service Training Program ✓ Policies and procedures ✓ Best practices ✓ InService Monthly DVDs: <i>Resident Rights</i> and <i>Caring for Residents with Dignity and Respect</i> 		
Customer Service Module	SNF and ALF	\$395.00
<ul style="list-style-type: none"> ✓ Customer Service – Pendulum In-service Training Program ✓ Leadership and Customer Service ✓ Customer Service best practices; Complaint and Grievances policies and procedures ✓ Customer Service self-assessment tool ✓ Service Recovery in the Healthcare Setting 		

✓ Service Recovery In-service Training Program		
✓ InService Monthly DVD, <i>Communication with Residents and Their Families</i>		
AMDA Clinical Practice Guidelines (Booklets)	Ship per title: \$35.00 each	\$35.00
	Ship per complete set: \$585.00	\$585.00
Acute Change of Condition in the Long Term Care Setting		
Altered Nutritional Status		
Anemia in the Long Term Care Setting		
COPD Management in the Long Term Care Setting		
Common Infections in the Long Term Care Setting		
Dehydration and Fluid Management in the Long Term Care Setting		
Delirium and Acute Problematic Behavior in the Long Term Care Setting		
Dementia in the Long Term Care Setting		
Depression		
Diabetes Management in the Long Term Care Setting		
Falls and Fall Risk (<i>Included with the SNF Fall Management Module</i>)		
Gastrointestinal Disorders in the Long Term Care Setting		
Health Maintenance in the Long Term Care Setting		
Heart Failure		
Osteoporosis and Fracture Prevention in the Long Term Care Setting		
Pain Management in the Long Term Care Setting		
Parkinson's Disease in the Long Term Care Setting		
Pressure Ulcers in the Long Term Care Setting		
Sleep Disorders		
Stroke Management and Prevention in the Long Term Care Setting		
Urinary Incontinence		
Transitions of Care in the Long Term Care Continuum (<i>This title not included in complete set</i>)		
AMDA Clinical Practice Guidelines for CNAs CD (<i>Dementia, Depression, Diabetes, Falls/Osteoporosis, Pain Management, Pressure Ulcers, Urinary Incontinence</i>)		\$56.00
AMDA Know-It-All Before You Call Data Collection System		\$65.00
HCPro		
<i>Clinical Pain Management: An Essential Handbook for Long Term Care Nurses</i> (Book w/CD)		\$129.00
<i>Competency Management in Long Term Care</i> (Book w/CD)		\$149.00
<i>Satisfied Customers Seldom Sue: Guide to Exceptional Customer Service in LTC</i> (Book w/CD)		\$149.00
<i>Medicare Compliance and Risk Management</i> (Audio Conference: CD) (Meeting the requirements of The Patient Protection and Affordable Care Act [PPACA])		\$199.00
<i>Sorry Works! Disclosure, Apology, and Relationships Prevent Medical Malpractice Claims</i> bundled with <i>Little Book of Empathy</i>		\$37.50
MED-PASS		
Geriatric Medication Handbook		\$22.00
Infection Control Pocket Guide: For Direct Care Workers		\$10.00
Medication Administration Pocket Guide for Assisted Living and Nursing Home Technicians		\$10.00
Medications That May Cause/Contribute to Falls Reference Card (10 pack)		\$24.00
Pain Pocket Card (10 pack)		\$10.00
CareScout Professional users CASPER 3-4 Data Report for SNFs		\$125.00
Extended Care Products <i>Setting Realistic Expectations</i> DVD-ALF (<i>Included in the Expectations Management Module</i>)		\$65.00
Ohio Health Care Association <i>A Time of Transition</i> DVD-SNF (<i>Included in the Expectations Management Module</i>)		\$34.00
<i>Pendulum NewsWatch for Senior Housing</i> (Newsletter: one-year subscription)		\$99.00
Web-based Online Services		
Online Risk Management Resource Center (<i>Included with the Risk Management Strategies Module</i>)	per year, per facility	\$250.00
Pendulum Risk Management Resource Center:		
✓ Access to documents to assist administrators and clinicians in risk management		
✓ Sample documents including clinical policies/procedures, assessment forms and checklists, shared risk agreements, etc.		
✓ Access to survey management tools		
✓ Regularly updated information to stay current on issues and trends affecting the healthcare environment		
Web-based Incident Reporting/Event Management	per facility set-up (base price)	\$1,000.00
	annual fee per facility \$1,500 (\$125 /month)	\$1,500.00
<i>Web-based Event Management System records and tracks all types of incidents/events. Total cost is \$1,000 set-</i>		

up (base price) per facility plus annual fee per facility of \$1,500 (\$125 /month). Incident reporting may include a user license fee depending on the number of users for a given account.

Training Products	
CNAOnSite DVD. Understanding Restorative Care. Part 1: Introduction to Restorative Care; Part 2: Getting a Resident Started and Basic Documentation; Part 3: Restorative Care Practices.	\$399.00
HCPPro DVD. Training Guide: F Tag 373 Feeding Assistance	\$199.00
InService Monthly. In-Service Training DVDs. Various topics: SNF	Ship per title: \$125.00 each
	Ship per set (Volume I and Volume II): \$1,895.00 set
	Ship per Volume I (Series 1–9): \$950.00
	Ship per Volume II (Series 10–18): \$950.00
1. Resident Rights (20:00) <i>(Included with the Abuse Management Module)</i>	
2. Recognizing & Reporting Changes in a Resident’s Physical Condition (15:00)	
3. Pressure Ulcer Prevention (17:00)	
4. Fall Prevention (15:00) <i>(Included in the SNF Fall Management Module)</i>	
5. Nutrition & Hydration (15:00)	
6. Recognizing & Reporting Changes in a Resident’s Mental Condition (15:00)	
7. Understanding Skin Breakdown (17:00)	
8. Incontinence Care (15:00)	
9. Safe Transfer (15:00)	
10. Infection Control (15:00)	
11. Communication with Residents & Their Families (15:00) <i>(Included with the Customer Service Module)</i>	
12. Caring for Residents with Dignity & Respect (15:00)	
13. Understanding Abuse and Neglect (15:00)	
14. Documentation (15:00)	
15. Wandering and Elopement (17:00)	
16. Pain Management (15:00)	
17. Dementia Care Series Part I: Mental Decline and Caregiving Challenges (20:00)	
18. Dementia Series Part II: Physical Decline and Caregiving Challenges (17:00)	
Senior Living University. In-Service Training DVDs. Various topics: ALF	Ships as a set of eight DVDs
	\$495.00
Aging Sensitivity (14:00)	
Beyond Assisted Living ... Is It Time to Move? (12:00)	
Blood Pressure and Weight (12:00)	
Introduction to Alzheimer’s Disease (16:00)	
Observing and Reporting Changes in Condition (9:00)	
Reducing Resident Falls (8:00) <i>(Included in the ALF Fall Management Module)</i>	
Temperature, Pulse, and Respiration (16:00)	
Wandering (14:00)	
Senior Living University DVDs	
An Introduction to Alzheimer's Disease	\$75.00
Back Safety	\$75.00
Blood Pressure and Weight	\$75.00
Fire Safety	\$75.00
Observing and Reporting Changes in Condition	\$75.00
Reducing Resident Falls	\$75.00
Temperature, Pulse, and Respiration	\$75.00
Wandering	\$75.00
Medcom	
The Nursing Assistant: Caring for Residents with Dignity and Respect	\$149.00
The Nursing Assistant: Pain Management	\$149.00
The Nursing Assistant: Safe Transfer	\$149.00
Medcom In-service Training DVDs for Licensed Nursing Staff <i>(CEUs noted available through Medcom at additional cost of \$5/contact hour)</i>	
Comprehensive Geriatric Assessment (M242-5L), 20 workbooks, 1 CEU	\$345.00
Documentation: Electronic Medical Records—Federal Regulations (M251BR), 20 workbooks, 1 CEU	\$345.00
Documentation: Essentials of Nursing Documentation (M251AR), 20 workbooks, 1 CEU	\$345.00
Lifting Safely to Prevent Injury (M232-5L), 20 workbooks, 1 CEU	\$345.00
Preventing Bloodborne Infections in Long Term Care: Preventing Transmission, Protecting Yourself (M274B-DVDL), 20 workbooks, 0.5 CEU	\$345.00

Preventing Healthcare-associated Infections in Long Term Care (M229S-5L), 20 workbooks, 1 CEU	\$229.00
Preventing Unsafe Wandering and Elopement (M228R), 20 workbooks, 1 CEU	\$345.00
MED-PASS SmartStaff In-Service Programs for Staff Development (manual and CD) Ships per title: \$119 each	\$119.00
<i>Aging Process (Included in the ALF Fall Management Module)</i>	
Alzheimer's Disease and Related Disorders (ADRD) Part I: General Overview	
ADRD Part II: Causes and Challenges	
ADRD Part III: Managing Behavior and Promoting Independence	
ADRD Part IV: Family, Environment, and Activities	
Dehydration and the Elderly Resident	
Disaster Preparedness: Knowing What to Do	
Documentation Review	
Fire Safety in the Workplace	
Hand Hygiene and Proper Handwashing Techniques	
Management of Urinary Incontinence	
Medication Administration in the Nursing Facility	
OSHA's Bloodborne Pathogen Standard	
Pain Management Taking Care of the Elderly	
Physical Restraints: A Comprehensive Overview	
Pressure Ulcers: Reducing Risk and Managing Care	
Prevention of Medication Errors	
Reducing Risk of Resident Falls	
Resident Abuse, Neglect and Misappropriation of Personal Property	
Sexual Harassment in the Workplace	
Skin Tears: The Enemy of Fragile Skin	
Compliance and Quality Management	
Quality Assurance and Performance Improvement (QAPI) Toolkit <i>What you need to know about QAPI. Shipped via email</i>	\$35.00
Pendulum Software	
ticler™ Software per facility	\$495.00
<i>ticler is an electronic tracking system for certificates of insurance, equipment, credentialing, training</i>	
ticlerCOI™ Software per facility	\$99.00
<i>ticlerCOI is an electronic tracking system for certificates of insurance</i>	
MED-PASS Emergency Preparedness Products Co-developed with Pendulum	
<i>These items are shipped directly from MED-PASS, special shipping and handling is required.</i>	
MP5050KT – Emergency Resource Manual and Management Guide Kit (one <i>Emergency Preparedness Planning Resource Manual</i> w/CD and one <i>Emergency Management Guide</i>)	\$369.00
H50040 – Emergency Preparedness and Response Policy and Procedure Manual w/CD	\$249.00
H50050 – Emergency Preparedness Planning Resource Manual w/CD	\$295.00
MP5050GD – Emergency Management Guide	\$109.00
MED-PASS Shipping and Handling (per item)	\$25.00
MED-PASS Shipping and Handling (per item) <i>Hawaii Facilities</i>	\$55.00
Shipping and Handling (applicable to products only)	\$25.00
Shipping and Handling (applicable to products only) <i>Hawaii facilities</i>	\$55.00

Revised 6/5/14