



Pendulum Risk Management Services for Berkshire Hathaway Specialty Insureds

Pendulum is proud to work with Berkshire Hathaway Specialty Insurance as one of their risk management vendors offering services to their insureds. Pendulum's proven risk management services are implemented by a network of risk consultants who are experts in their fields.

PENDULUM ASSESSMENTS

RISK MANAGEMENT ASSESSMENT

Whether an on-location visit or desk-based assessment is provided, the Pendulum risk assessment is an effective tool in assisting the insured provider with strategies to minimize professional liability risk and improve defensibility.

During a full one-day assessment or a multi-day interview process, the consultant evaluates clinical and operational processes and the environment for risk of liability exposures. Time allotments and focus during the assessment can be customized to meet specific client needs. A report is provided after the assessment is completed.

CUSTOMER SERVICE ASSESSMENT

Customer service has become an important facet of long term care as facilities deal with the risk of litigation, regulatory surveys, and the Centers for Medicare & Medicaid Services (CMS) Five-star Quality Rating System. The Customer Service Assessment is a one-day on-site evaluation of the facility's customer service program performed by a seasoned, customer service-focused risk management specialist. A report is provided after the assessment is completed.

HIPAA/HITECH COMPLIANCE ASSESSMENT

Pendulum offers organizations a Privacy and Security Compliance and Risk Assessment that serves to evaluate an organization's compliance with HIPAA/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 an assessment process as well as a detailed report with current recommended best practices. Because Pendulum specializes in risk management, we also evaluate and share information on mitigating risk and enhancing defensibility specific to electronic and physical PHI. A report is provided after the assessment is completed.

RISK MANAGEMENT SERVICES

RiskAssist PROGRAM

With this program, a Pendulum Risk Consultant collaborates closely with leadership teams to identify and tackle core risk management issues of the insured's choosing within the facility. This program is designed to satisfy those issues through an on-site visit or virtual meetings. If needed, follow-up calls are scheduled to assess program process. A summary report is provided after the program is completed.

DEFENSIBILITY DETERMINATION REVIEW

Pendulum understands the significance of defensibility in an organization. During this one-day, on-location service, a Pendulum Risk Consultant will assess an organization's defensibility (how an organization would fare should a liability claim or litigation occur). Pendulum looks at defensibility in relation to anything written that could be subpoenaed. Areas reviewed include the organization's policies, procedures, and programs, employee relations, elements of the admission

process, documentation in the medical record, and management of high-risk areas—skin integrity, falls, elopement, abuse, and medications. A report is provided after the review is completed.

SENIOR LIVING WEBINAR

Pendulum offers webinars on a variety of risk-related topics that can be customized to meet the insured's needs.

RISK CONSULTANT LED TRAINING

Pendulum offers customized training of the insured's risk-related topic of choice.

CUSTOM RISK MANAGEMENT ALLOCATION

Pendulum can work with an insured to determine how best to use a risk management grant to best benefit the insured by creating a custom program of guiding the insured in what above services may benefit them the most.

BERKSHIRE HATHAWAY SPECIALTY INSURANCE RESOURCE CENTER

This resource center, with content provided by Pendulum, is an online destination that allows users to access more than 2,000 documents, tools, and resources to assist in the management of risk in the senior housing setting. Access is available for all Berkshire Hathaway senior housing insureds. For registration information, please email BHSI@resourcesforrisk.com.

About Pendulum

For 25 years, Pendulum has been the destination clinical risk management company for insurance carriers and healthcare entities throughout the country. Pendulum offers a wide variety risk control services to fulfill its mission to “help our clients reduce professional liability exposure by balancing risk and defensibility.” The services provided by Pendulum and/or its subcontractors in no way indicate acceptance of any responsibility for actions or inactions by the facility that result in the potential for loss or an actual loss. Our recommendations are not intended to be legal advice. Instead, they are a matter of opinion by Pendulum staff and/or associates based on risk management strategies we have identified through national claims and litigation activities. Recommendations are presented to help an organization enhance its operational and clinical processes, prevent loss, and support defense efforts in the event of liability allegations. Learn more about Pendulum [here](#).