

# HUD RISK MANAGEMENT SERVICES

Pendulum's HUD services assist lenders and borrowers to meet various HUD requirements, including a one-day on-site risk assessment, implementation of a web-based "real time" incident management system, third-party review of incidents, assistance with development of risk and quality management programs, and other risk management services as indicated.

## **One-Day, On-site Risk Assessment or Comprehensive Desk-based Risk Assessment**

The Professional Liability Risk Assessment, whether conducted on-site or through the comprehensive desk-based process, includes review of both operational and clinical processes, the environment for liability risk exposures, and an analysis of Quality of Care. For a skilled nursing facility this includes review of the Centers for Medicare and Medicaid Services (CMS) overall star rating, health inspections, staffing, quality of resident care and measures, deficiency trends, the facility's ethics, and infection control programs. Comparable to the on-site assessment, the comprehensive desk-based assessment includes review of documents; however, a virtual tour, phone interviews, and virtual "read only" access to the resident records allows for completion of the process. A written report with findings and valuable risk control recommendations is provided to the facility for either assessment.

## **Web-based "Real Time" Incident Management System**

For a facility that does not have a web-based incident management system, Pendulum offers a secure system that meets HUD requirements including a real-time incident reporting and tracking system that informs senior management of all incidents with potential liability. The Pendulum system efficiently records incidents and/or adverse events and provides reports to evaluate the data for negative trends and risk potential. An assigned consultant can provide a third-party review of the incidents as required by HUD.

## **Third-party Review of Incidents**

For a facility that has a current web-based incident management system, Pendulum may assist with third-party oversight of incidents per the HUD requirements. An assigned consultant is provided access to the facility's incidents and reviews for trends and potential issues. Periodic phone calls allow for discussion of those trends and risk management strategies to reduce potential liability risks.

## **HUD Lean Program**

Pendulum may assist a facility with the HUD Lean Program determination and requirements including review of the quality, risk, and incident management programs, assistance with the development of a formal risk management plan, and staff training. A written report is provided including the consultant's findings and recommendations to enhance and or develop the related programs.

Together, we can offer effective solutions serving you, the lenders, and your borrowers. Call or email us today for more information!

