



## Solutions Resource Center

Welcome to the West Bend Solutions Resource Center!

The West Bend Solutions Resource Center is an online portal that allows users to access numerous documents to assist the facility Administrator or clinician in the management of risk in the healthcare setting.

Examples of the types of information found on the Resource Center include:

- Assessment forms and checklists
- COVID-19 resources
- Informed care memorandums
- Regulatory and federal guidelines
- Sample clinical policies and procedures for skilled nursing and assisted living facilities
- Survey management tools

Many of the tools on the Resource Center are user-friendly Word documents that can be downloaded, customized, and used within a facility immediately.

The West Bend Solutions Resource Center is updated regularly to ensure users are viewing current information on issues and trends in the healthcare setting. Users can see at a glance what recent resources have been uploaded in the “What’s New” column on the Resources page.

The My Docs page is a custom list users create to access favorite and frequently used resources. This is done by simply checking a box within the resource description. When a particular resource is no longer needed, the user can delete the resource on the My Docs page, without deleting it from the resource center.

eAssist™ allows a Resource Center user to ask a clinician a question regarding any area of risk management in the healthcare setting and receive a direct response. Frequently asked questions (FAQs) are also posted as a reference for users.

The Resource Center also allows users to follow the status of key healthcare legislation. Users can see when a bill was introduced, the bill’s sponsor(s), status details, and any current action on the bill. Users can also view news and blog coverage of the bill.

### West Bend Solutions Resource Center Features:

- Unlimited user access within a facility
- Access to more than 2,500 resource documents and tools
- Regular updates
- Informational emails on important risk management topics, with links to corresponding resources
- Updates on key healthcare legislation
- eAssist™ and FAQs

#### REGISTER TODAY!

- Go to <https://resourcesforrisk.com/westbendsolutions>
- Click on the “Register” button
- Complete the registration form (**you will need your Customer Number**); click on the “Submit” button
- Once approved you will receive an email notifying you that your registration has been approved and is complete

## Welcome to the West Bend Solutions Resource Center

### Select Resources

- Administration
- Adverse Event/Crisis Communication
- Bed Rail Safety Kit
- Best Practices
- Claim Management (MMSEA/MSA/MSP)
- Clinical/Resident Care
- COVID-19
- Cyber Risk Control
- Departmental Services
- Emergency Management
- Employee Relations
- Environmental Health
- Facility Programs
- General Resource Information
- Government Reports/Publications
- HIPAA/HITECH
- Home Health/Hospice
- Insurance
- Key Legislation
- Legal Matters
- Newsletters
- Pendulum Data Reports
- Policies and Procedures
- Quality Assessment and Assurance
- Resident Safety
- Risk Management
- Safety and Security
- Special Populations
- Survey Management - Regulations

#### Best Practices

##### ▣ Pendulum

- Section 1: Risk Management Program
- Section 2: Risk Identification and Prevention
- Section 3: High Risk Exposures and Risk Reduction Strategies
- Section 4: Risk Controls
- Section 5: Vehicle Safety



#### Guidelines for Best Practices

**Subject/Title:** 1.4 Facility-based Risk Management Plan

**References:** Pendulum, 4600B Montgomery Blvd., Suite 204, Albuquerque, NM 87109, 888-815-8250, [www.PendulumRisk.com](http://www.PendulumRisk.com)

#### I. Introduction

*The Facility-based Risk Management Plan* takes the defined components of the Corporate Risk Management Plan and establishes policies and procedures that can be used by all levels of employees to meet the goals of the corporate program. An initial step for the facility to take is to evaluate current practices that may be incorporated into the Facility-based Risk Management Plan.

Topics to be addressed in the facility-based plan include:

1. Purpose of the Risk Management Plan defining how the plan supports the organization's mission and vision for a proactive process to manage clinical risk and resident safety and operational, business, legal, regulatory, technology, human capital, hazard, and strategic risk
2. Scope of the Plan addressing program services, culture of safety, just culture, and proactive risk identification through the lens of enterprise risk management
3. Risk Management Program Goals including processes for risk identification, risk analysis, risk-reduction and prevention strategies, risk controls, and creating a culture of safety
4. Administrative leadership and Risk Management Committee responsibilities
5. Collaboration between Quality Assurance and Process Improvement and Risk Management activities to clearly define types of data collected, trended, and reported and the review processes for prepared data

### eAssist™

**Have a question about Risk Management topics in your facility?** eAssist™ is here to help facility managers and staff as a risk management resource to provide feedback and referral sources for information on risk and defensibility issues. Services provided include guidance on adverse events management, guidance on addressing risk concerns, and references to operational and clinical policies/procedures, regulatory issues, forms, and tracking tools. Your question may be answered in one of our [Frequently Asked Questions \(FAQs\)](#). If it is not, please submit a question using our online form.