

Welcome to the West Bend Solutions Resource Center! ***Please share this information with your Administrator/ Executive Director, Director of Nursing/Resident Care Coordinator, and others who may benefit from this access.***

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
 - Emergency management
 - Informed care memorandums
 - Regulatory and federal guidelines
- Sample clinical policies and procedures for skilled nursing and assisted living facilities

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

Resource Center Features:

- Unlimited user access within a facility
- Access to more than 1,800 resource documents and tools
- Informational emails on important risk management topics, with links to corresponding resources

Registration is Easy!

- Go to <https://resourcesforrisk.com/westbendsolutions> or scan the QR code below
- 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 is approved and is complete, and you can then explore the Resource Center



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West Bend Solutions Resource Center
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The West Bend Solutions Resource Center is updated regularly with 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. By simply checking Add to My Docs within the resource description, the resource is added to the My Docs list. 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.

Follow the three quick steps on the next page to access Pendulum's Best Practices—your go-to resource for actionable insights and operational excellence. Once opened, the document will appear front and center on your screen. From there, you can easily add it to My Docs for quick reference **or download it for seamless distribution** to your team or clients. ➡

continued...

Select Resources

- ⊞ Administration
- ⊞ Adverse Event/Crisis Communication
- ⊞ Best Practices
 - 1
 - 2
 - 3
 - 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
- ⊞ Claim Management (MMSEA/MSA/MSP)
- ⊞ Clinical/Resident Care
- ⊞ Cyber Risk Control
- ⊞ Departmental Services
- ⊞ Emergency Management
- ⊞ Facility Programs
- ⊞ General Resource Information
- ⊞ Government Reports/Publications
- ⊞ HIPAA/HITECH
- ⊞ Home Health/Hospice
- ⊞ Human Resources
- ⊞ Key Legislation
- ⊞ Legal Matters
- ⊞ Newsletters
- ⊞ Pendulum Research Documents
- ⊞ Policies and Procedures
- ⊞ Quality Assessment and Assurance
- ⊞ Resident Resources

Search Resources

Search Tips & Help

- For an exact word search, place quotations (" ") around the keyword or phrase to yield documents that contain those search words.
- Note that "*" and "?" wildcards are supported.
- When you click a resource document you will see a pop up appear at the bottom of your browser with the document that is automatically downloading. Follow these steps to set these docs to automatically open:
 - Click the "carrot" next to the title of the document on the pop up on the bottom of your browser to expand options.
 - Select the option, "Always open with system viewer."
 - Now the next document you click on should automatically download AND open with your default viewer on your desktop.

Search for:

Results per page: 10

Match: ☐ any search words ☒ all search words

Category

Best Practices ⇒ Pendulum ⇒ Section 2: Risk Identification and Prevention

Documents

2.04 Customer Service

Author: Pendulum

Summary:

Pendulum Guidelines for Best Practices - Section 2.4: Customer Service.

Last reviewed 6-12-25.

☐ Add to My Docs

2.13 Resident Safety

Author: Pendulum

Summary:

Pendulum Guidelines for Best Practices - Section 2.13: Resident Safety

Revised 12-26-24

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.

Submit a Question

Please fill out the form below and then click the Submit Question button at the bottom.

A response to your question will be provided via your registered client email address: info@westbend.com

Disclaimer

By checking the box below and proceeding to electronically submit a question through the eAssist function you acknowledge and agree that no confidential information, personal information, or protected health information (i.e., medical record information or other information about a person's health status) will be transmitted.

The act of sending an electronic form to Pendulum and/or its various subcontractors indicates understanding and acceptance of this hold harmless provision and provides for Pendulum to be held harmless for any losses incurred by the facility and/or its related entities.

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.