



# Markel Healthcare Risk Solutions Resource Center

**Welcome to the Markel Healthcare Risk 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 Markel Healthcare Risk 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.

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

| Types of info found inside:                                                                                                                                                                                                                                                                           | Resource Center features:                                                                                                                                                                                                                                            | Registration is easy!                                                                                                                                                                                                                                                                                                                                                                    |
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| <ul style="list-style-type: none"><li>– Assessment forms and checklists</li><li>– Emergency management</li><li>– Informed care memorandums</li><li>– Regulatory and federal guidelines</li><li>– Sample clinical policies and procedures for skilled nursing and assisted living facilities</li></ul> | <ul style="list-style-type: none"><li>– Unlimited user access within a facility</li><li>– Access to more than 1,800 resource documents and tools</li><li>– Informational emails on important risk management topics, with links to corresponding resources</li></ul> | <ul style="list-style-type: none"><li>– <a href="#">Click here</a> or scan the QR code below to get started</li><li>– Click on the “Register” button</li><li>– Complete the registration form</li><li>– Click on the “Submit” button</li><li>– You will receive a welcome email notifying you that your registration is complete, and you can then explore the Resource Center</li></ul> |

The Markel Healthcare Risk 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.

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.



SCAN TO REGISTER

# MARKEL

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### Select Resources

- ⊞ Administration
- ⊞ Adverse Event/Crisis Communication
- ⊞ Best Practices
- ⊞ 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

#### ⊞ 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:** 2.2 Admission Process

**References:**

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

**I. Introduction**

Similar to the overwhelming stress experienced by potential residents and their family members in making the decision for entry into a senior care facility, the actual admission process can promote the same untoward feelings.

The admission process is often associated with review of voluminous documents, including intake forms, consents, acknowledgements, and an admission/move-in agreement. Often the completion of these forms requires a repetitive intake of information and signatures. There are also many informational handouts. While the facility may attempt to be friendly and helpful, the admission process often contributes to resident and family fatigue and a feeling of being over-saturated with information.

## 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.