

LSA Webinar

Innovative Ways to Engage Technology in Your Senior Living Community

May 5, 2022

Overview



Engagement Technology & iN2L Demo – *Karl Schweitzer, Enterprise Sales Executive*

iN2L Tablet Research Review – *Lydia Nguyen, PhD, Lead Researcher*

Civil Monetary Penalty (CMP) Grants – *Susan Tournie, Director of Program Partnerships*

Q & A

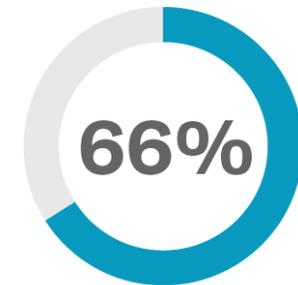
*“If you have occupancy and resident experience than you have the bottom line. **If you do right for the residents, then everything else falls into place.** If the residents are happy, they refer other seniors to the community.”*

WESTMINSTER POINT PLEASANT COMMUNITY

Engagement Technology Supports Well Being

Adding a resident engagement platform to your tech stack supports resident well-being by creating:

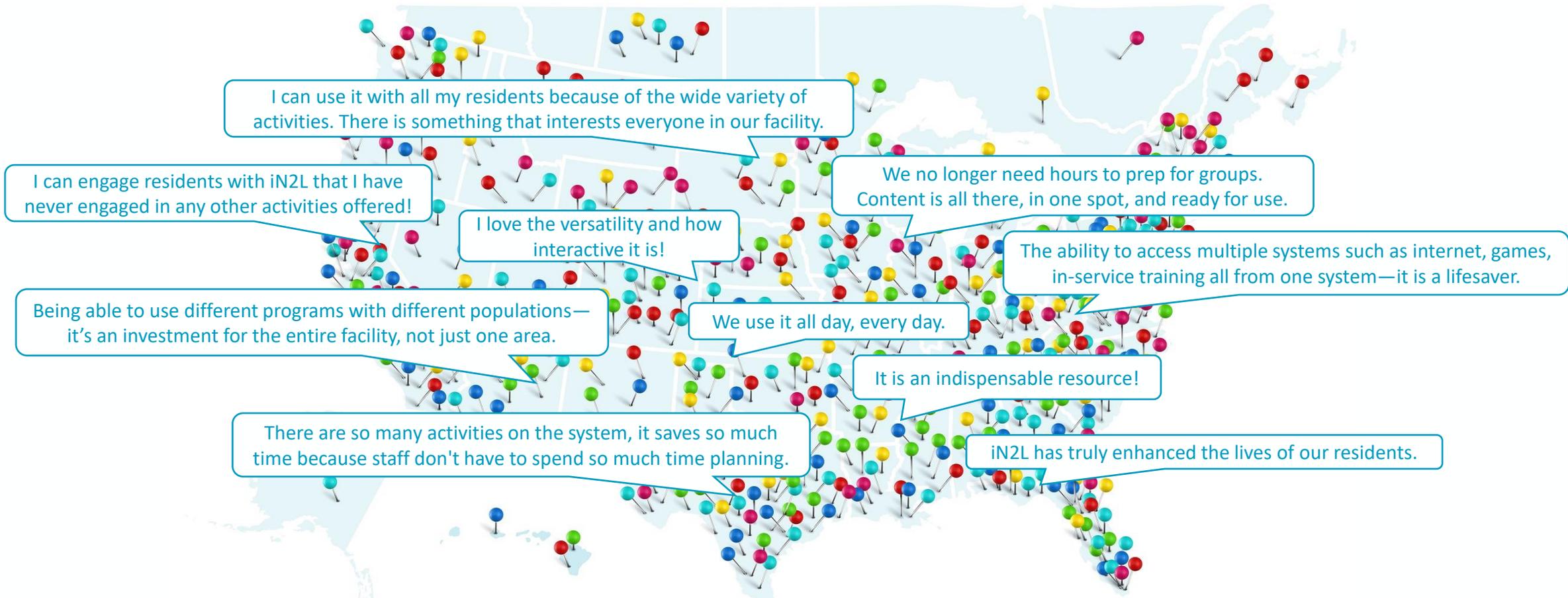
- More opportunities to be involved in meaningful, personalized activities
- More chances to create and maintain connections with others
- A larger social network
- Greater happiness and well-being
- Increased satisfaction



Connecting with Others

is "absolutely essential" or "very important" to my well-being

The Leader in Person-Centered Engagement Technology



3,400+

Communities

10,000+

Active Systems

5K+

Content Items

62%

NPS
(Net Promoter Score)

Impact of an Engagement Platform

Senior living providers embracing engagement platform technology are experiencing operational and resident satisfaction benefits.



64% agree iN2L **helps staff know** their **interests**

56% agree iN2L helps **strengthen their relationship** with staff

48% agree iN2L helps them **pursue their interests/hobbies**

48% feel they are **engaging in meaningful activities** with iN2L



85% agree iN2L helps them **learn more** about **elders' interests**

81% agree iN2L helps **elders connect** with family and friends

79% feel they are **providing** elders with **meaningful activities** with iN2L

71% agree iN2L has made their jobs easier by being **another tool in their toolkit**

Outcomes: Resident Satisfaction

- “I have friends to share interests and activities with.”
- “I’m known and I matter in the community.”
- “I am connected with my family.”
- “I’m getting more out of therapy.”
- “I feel at home.”



Improvement in self-reported resident QOL⁶



Outcomes: Life Enrichment / Wellness

Less time planning, more time on what matters

- Interaction
- Cognitive stimulation
- Physical exercise
- Education
- Reminiscing
- Areas of interest
- Memory support



Life Enrichment



65%

Improvement in resident mood¹



78%

Increase in social activity participation²

1. Front Porch Center for Innovation and Well-being

2. Mather LifeWays Institute on Aging and The Green House Project

Outcomes: Family

Stay connected whenever, wherever

- Visit using video chat
- Use iN2L content during in-person visits
- Easily send personal photos and videos



Outcomes: Staff/Resident Relationships

Residents feel known by staff

- Empower all staff to know more about each resident to provide personalized care
- Design targeted programming based on residents' interests
- Strengthen ties among residents and inspire them to build new connections



“I can use it with all my residents because of the wide variety of activities. There is something that interests everyone in our facility.”
– Activity Director, AHC Applingwood



56% of residents agree iN2L helps strengthen their relationship with staff

iN2L Demo

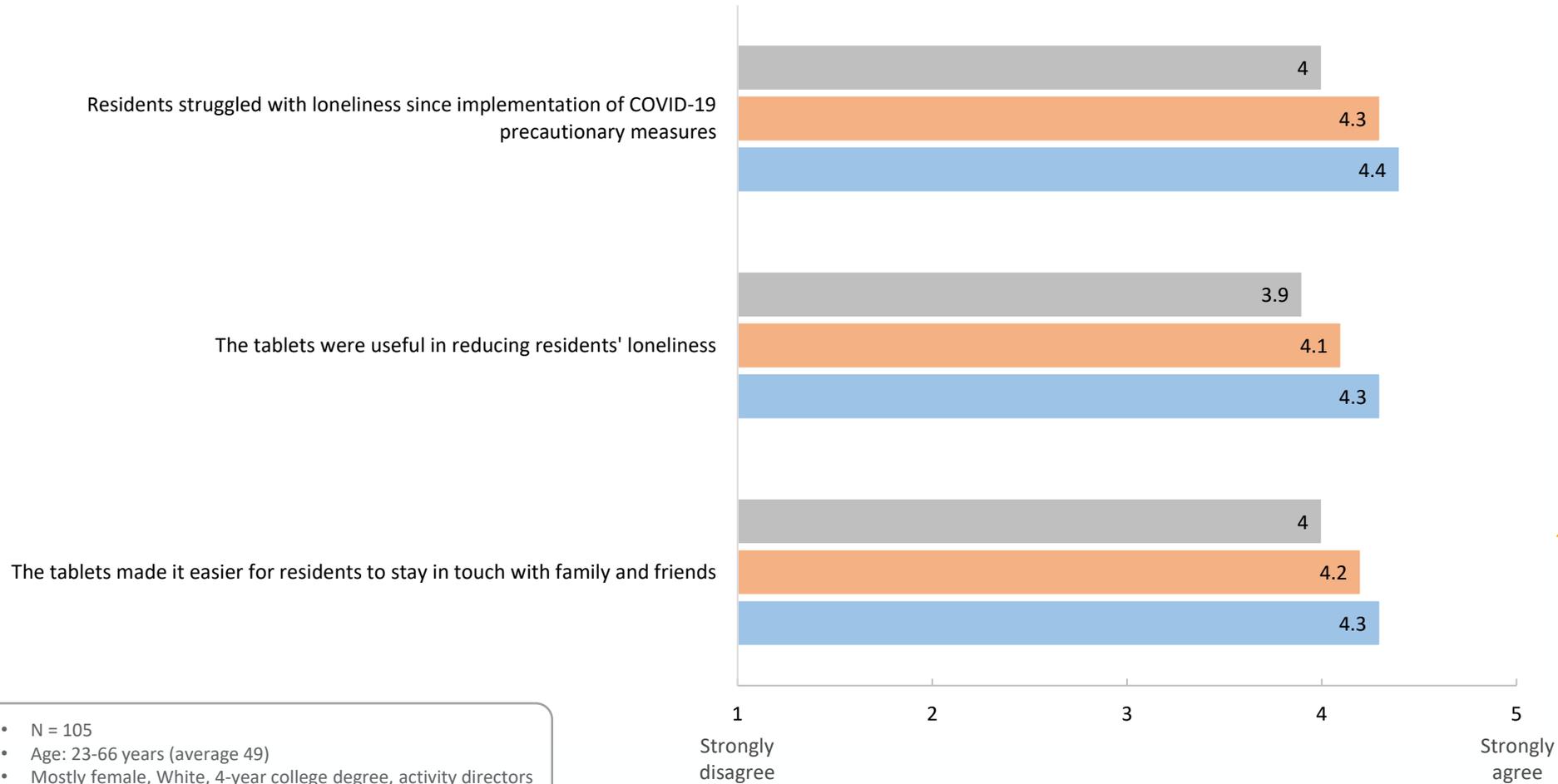
iN2L Tablet Research Program Overview

<p>Program</p>	 <p>Project VITAL 1 & 2</p>	 <p>Project VITAL 3 (aka Project VITAL At Home)</p>	 <p>Area Agency on Aging of Broward County</p>
<p>Context</p>	 <p>Senior living communities</p>	 <p>Home</p>	 <p>Home</p>
<p>Population(s)</p>	 <p>Staff</p>	 <p>Family caregivers of people with dementia</p>	 <p>Independent older adults</p>  <p>Family caregivers of people with dementia</p>
<p>Factors of interest</p>	<p>Staff perceptions of resident feelings of social isolation (w/in context of COVID)</p>	<p>Engagement Connection Well-being Loneliness Alzheimer Association program usage Tablet usability</p>	<p>Engagement Connection Well-being Loneliness Feelings of depression Feelings of anxiety Caregiver stress Tablet usability</p>



Project VITAL 1 & 2

Reduced feelings of social isolation and loneliness



Community: No memory unit Residents: Without dementia
 Community: Has memory unit Residents: Without dementia
 Community: Has memory unit Residents: With dementia

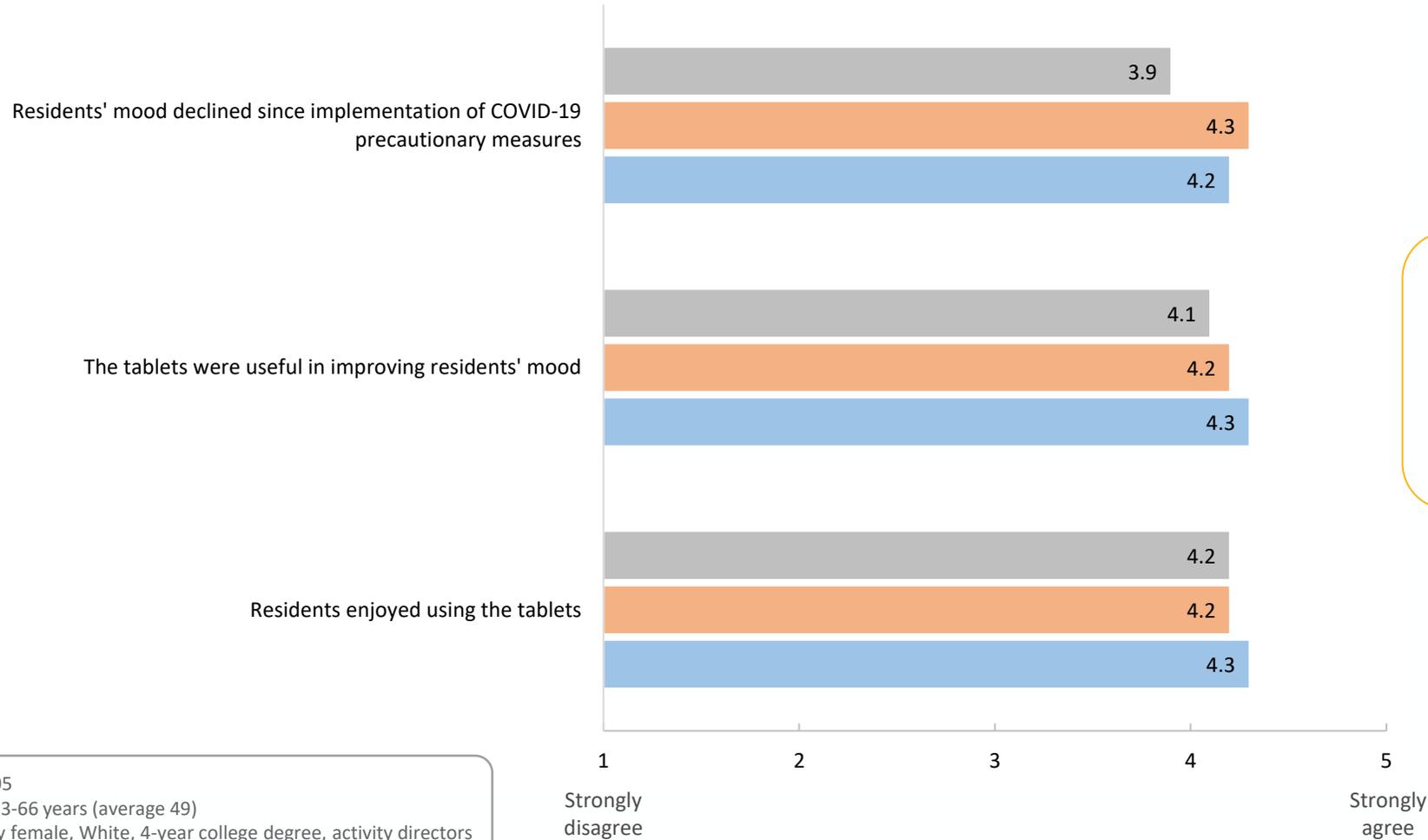
"The families enjoyed the video chatting."

- N = 105
- Age: 23-66 years (average 49)
- Mostly female, White, 4-year college degree, activity directors



Project VITAL 1 & 2

Improved mood



- Community: No memory unit Residents: Without dementia
- Community: Has memory unit Residents: Without dementia
- Community: Has memory unit Residents: With dementia

"I have used the iN2L [tablet] in my memory care unit. The sing-alongs and the old programs (Lone Ranger, etc.) are fabulous, thank you very much. It makes a HUGE difference in my residents suffering with sun downers."

"The residents have truly enjoyed all of the features."

- N = 105
- Age: 23-66 years (average 49)
- Mostly female, White, 4-year college degree, activity directors



Project VITAL 3

Decreased loneliness at Post versus Pre

32% Felt less lonely[†]

iN2L tablets improved access to Alzheimer's Association programs

55% Indicated that iN2L tablet increased access to Alzheimer's Association programs (e.g., education programs; support groups)

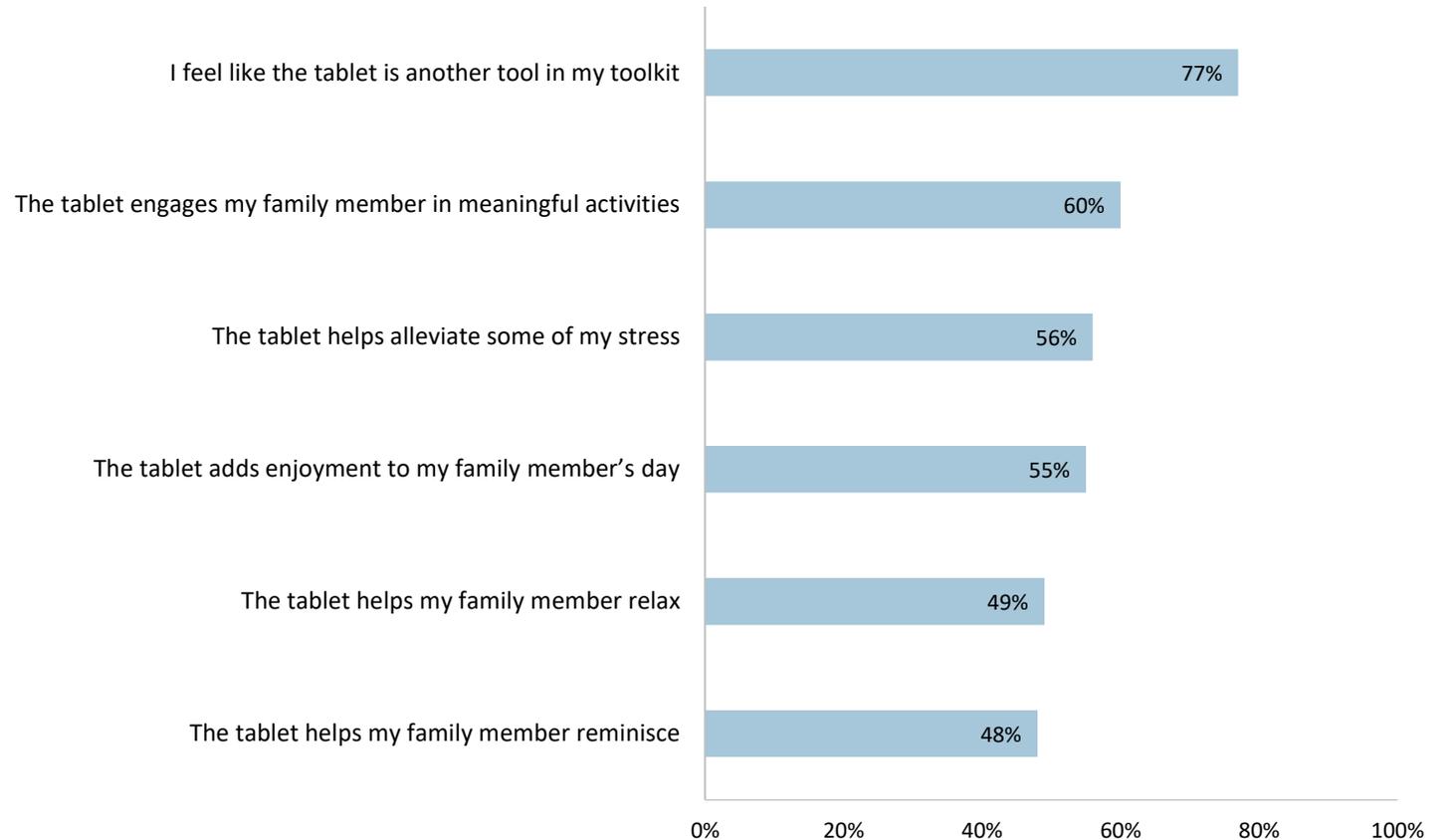
"We appreciate the tablet very much. It's easy to use and I use the games for distraction myself... We both enjoy a lot of the travel, learning, funny, and sing-along videos."



- N = 124 (only those who complete Pre and Post surveys)
- Average age: 67 years
- Mostly female, White, Master's degree
- Mostly spouse of person with dementia

Caregivers and their family members both benefit from the iN2L tablet

Percentage who Strongly Agreed or Agreed at Post





AAA Broward County

Independent older adults

Decreased feelings of loneliness, depression, & anxiety at 12 months versus Pre

33% Felt less lonely[†]

54% Had fewer feelings of depression[^]

46% Had fewer feelings of anxiety[#]

"I don't feel left out anymore. I can actually relate to my grandkids better."

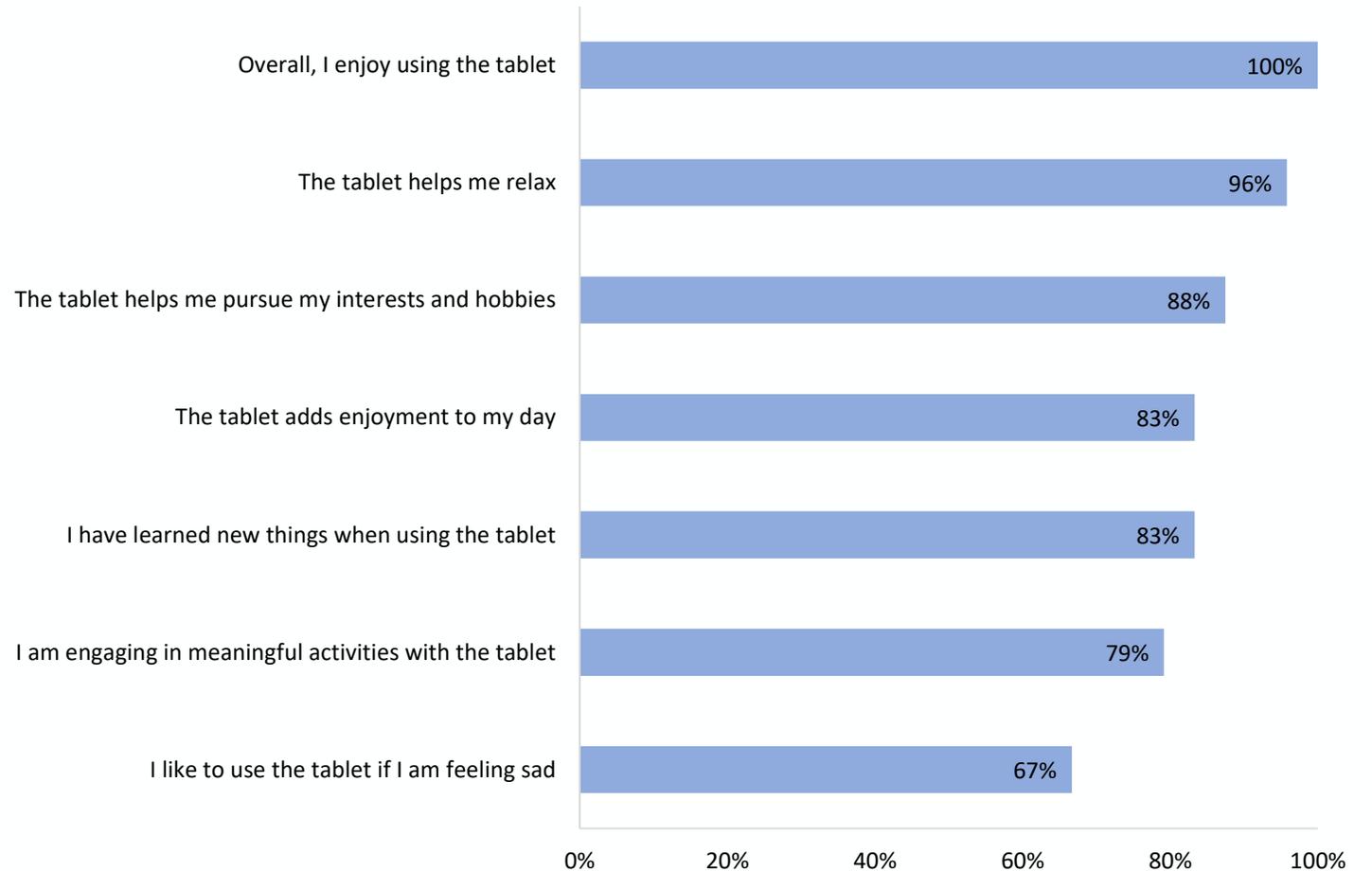
"I live alone so using the tablet takes being alone away. When I am on the tablet I don't notice how the time flies."



- N = 24*
- Age: 64-91 years (average 78)
- Mostly female, White or Black/African American, living alone

Well-being boosted by iN2L tablet use

Percentage who Strongly Agreed or Agreed at 12 months



*N represents number of participants with Pre, 3-, 6-, and 9-month data. [†]UCLA Loneliness Scale (3-item). [^]CES-D-R-10; screening for feelings of depression, not diagnosis. [#]GAD-7; screening for feelings of anxiety, not diagnosis.



AAA Broward County

Family caregivers of people with dementia

Decreased caregiver loneliness at 12 months versus Pre

33% Felt less lonely[†]

"I have seen a breakthrough in him, he knows how to use it by himself, and has initiative. It is a pleasure to see my husband's face of happiness."

"It has been a great help for both of us. The iN2L tablet gives us inner peace."



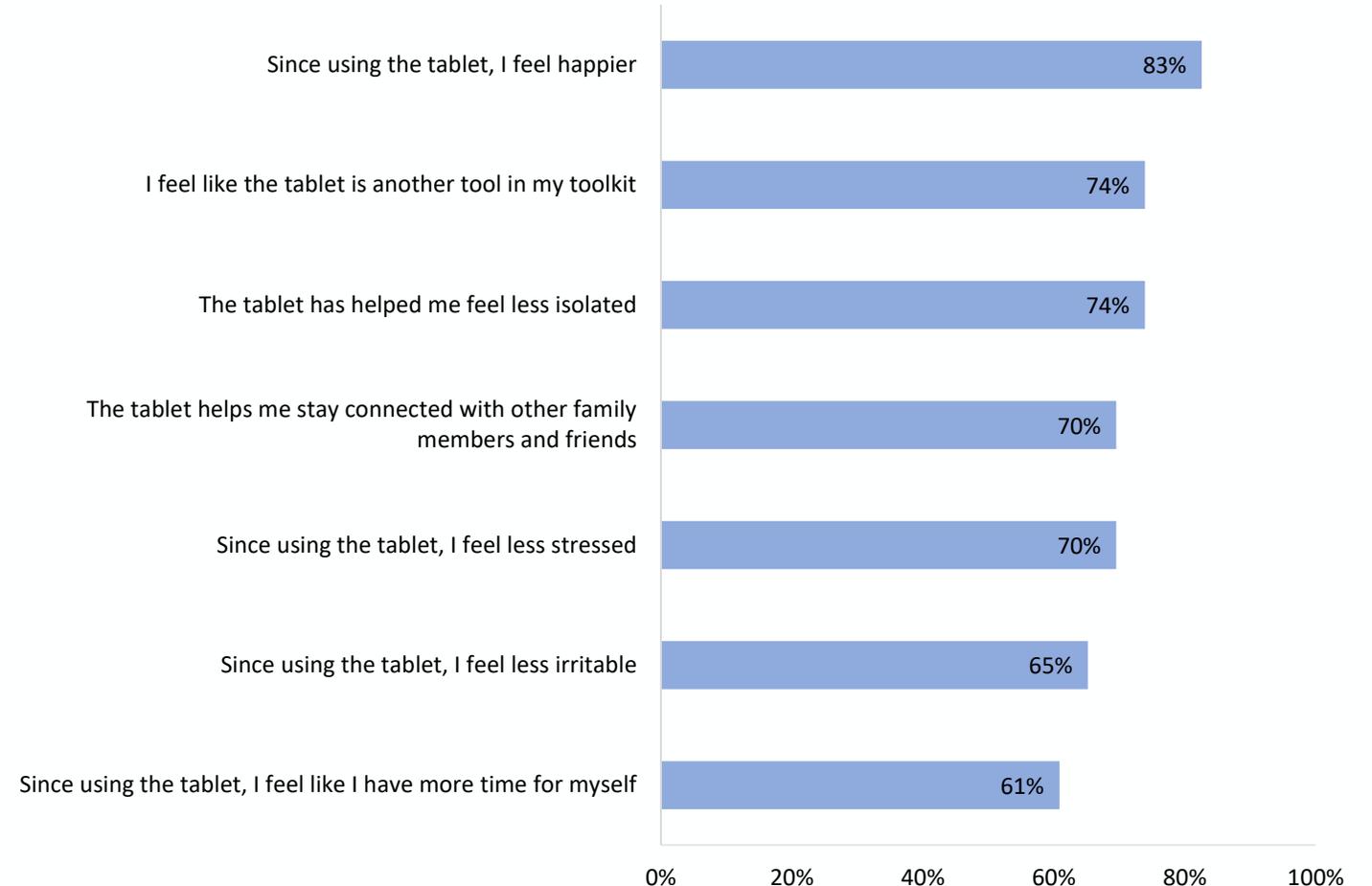
- N = 21*
- Age: 42-81 years (average 61)
- Mostly adult children of person with dementia

Person with dementia

- Age: 65-96 years (average 80)
- Mostly female, Black/African American

Caregiver well-being positively impacted by iN2L tablets

Percentage who Strongly Agreed or Agreed at 12 months



*N represents number of participants with Pre, 3-, 6-, & 9-month data. [†]UCLA Loneliness Scale (3-item).

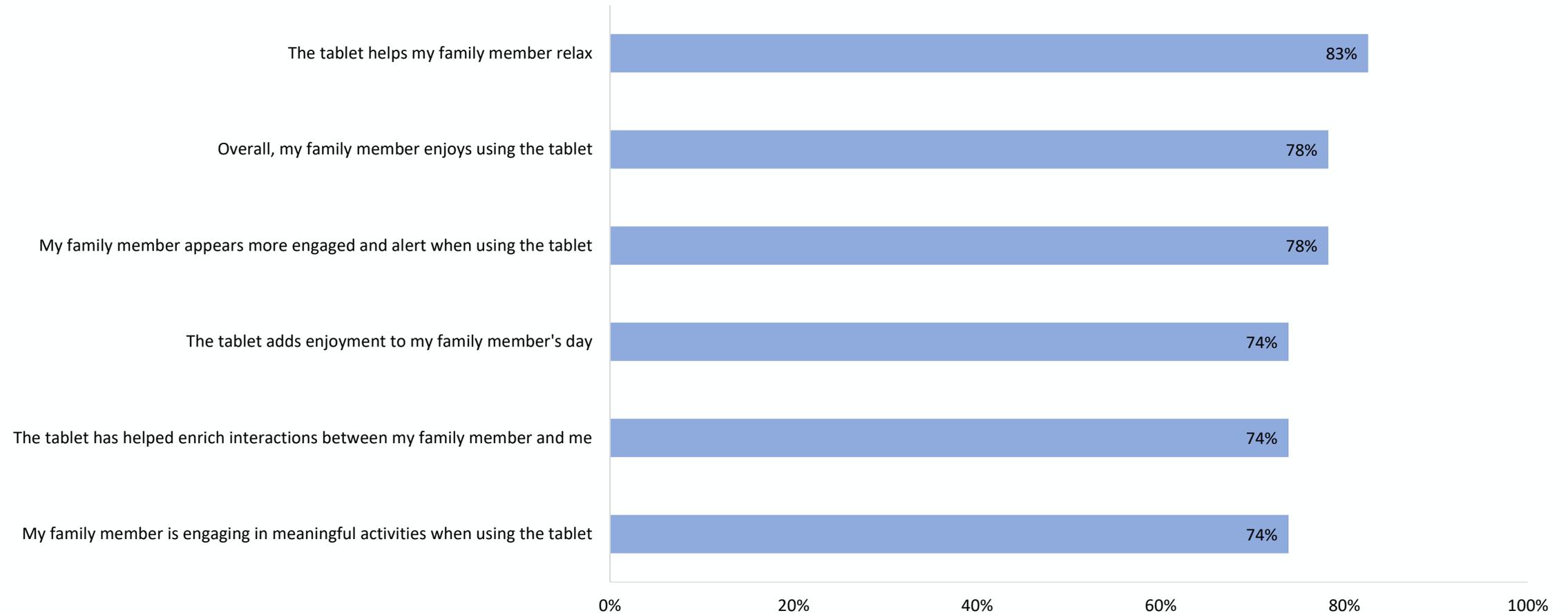


AAA Broward County

Family caregivers of people with dementia

Robust impact on family member's well-being by iN2L tablet use

Percentage who Strongly Agreed or Agreed at 12 months



Feedback: The iN2L Tablet SHINES

"Participant enjoys the tablet and is in tears on the phone saying she is so glad we have this. Participant is very emotional about the opportunity to use the tablet."

-- AAA case manager for independent older adult

"The tablet helps her to stay occupied hence less anxiety when she doesn't understand what's going on around her for that moment."

-- AAA Family caregiver

"I use the tablet to video chat with family. They live all over the country. It has brought me closer to them."

-- AAA Independent older adult

"I am so happy that I am participating in this project. I am learning things I never thought I could learn at my age."

-- AAA Independent older adult

"Participant is very active and is busy all day and using tablet basically until she falls asleep with it still in hand."

-- AAA case manager for independent older adult

"She was mostly angry and agitated before using the iN2L tablet. Now having it keeps her occupied and she is happier."

-- AAA Family caregiver

"The tablet helps me a lot in dealing with my depression. I use it keep my mind busy and not focused on being worried."

-- AAA Independent older adult

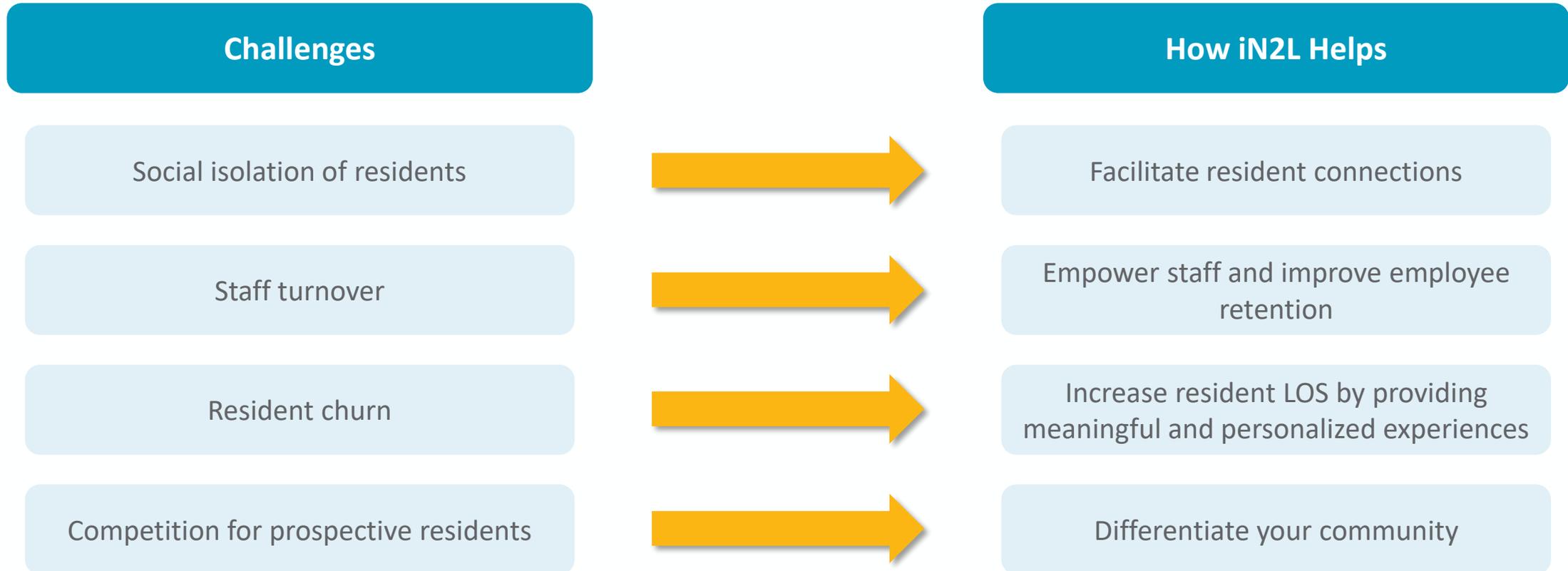
"When she's on the tablet it allows me to focus on work and it allows me get through meetings uninterrupted."

-- AAA Family caregiver

"I feel that my mind is getting 'exercise' when I use the tablet. Now when I go to the couch, instead of taking a nap, I reach for my iN2L tablet."

-- AAA Independent older adult

iN2L Brings Value to Communities



The iNSIGHT Project

Participation opened to all the state's skilled nursing communities

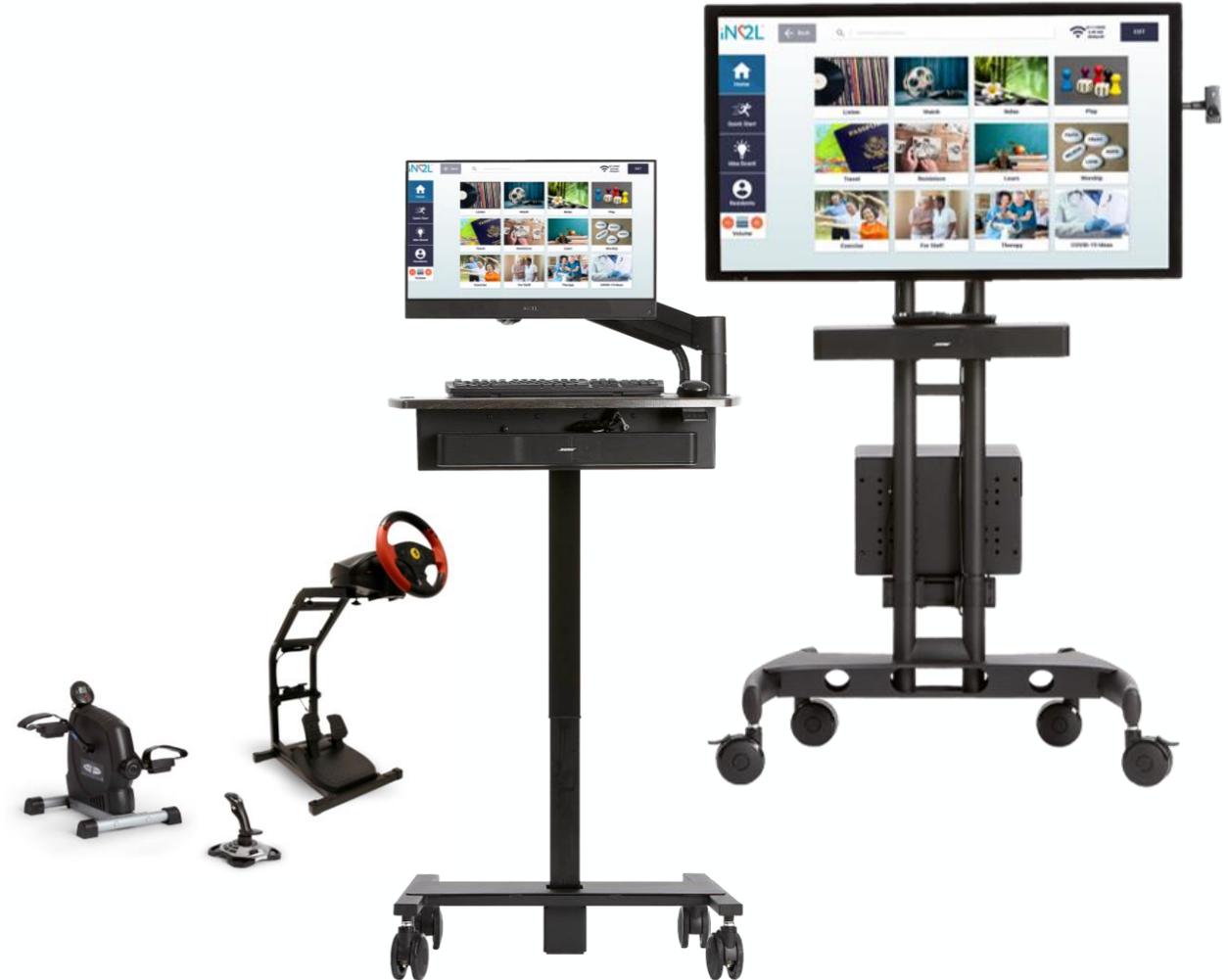
- ✓ Civil Monetary Penalty Grant
 - Skilled Nursing Communities/Units
- ✓ Funding for 3-Year Project
- ✓ Goals
 - Reduce Social Isolation
 - Improve Quality of Life
- ✓ Multidisciplinary Approach
 - Nursing
 - Life enrichment
 - Social Services
 - Restorative
 - Rehab
- ✓ iN2L is Applicant
 - Submits proposal
 - Manages project



Grant & Project Deliverables

The implementation of iN2L at no cost to the participating communities

- ✓ iN2L Systems
 - Customizable based on community
- ✓ Multidisciplinary Project Implementation
 - Onsite
 - *Supplementary virtual – COVID-19 lockdown*
- ✓ Engagement Technology Competency Building
 - Customer Success Manager
 - Project sustainability
- ✓ 36-Month Subscription
 - Content updated on a bi-monthly basis
 - Licensing fees, content partners
 - Resident Profiles that provide residents a person-centered experience
 - Unlimited technical support



iN2L iNSIGHT projects

iN2L is actively working iNSIGHT projects for the following states:

- ✓ **Kentucky** – Currently recruiting SNFs
- ✓ **Louisiana** – Grant APPROVED – Launching June 2022 – 10 open spots
- ✓ Q2 Applications* are planned for:
 - **Alabama**
 - **North Carolina**
 - **Maryland**
 - **Pennsylvania**
 - **Tennessee**
- ✓ All other states where CMP applications are being accepted will be supported for individual community applications as interest arises

*priority is determined by the amount of interest from communities in each state

Questions?

Karl Schweitzer
Enterprise Sales Executive
kschweitzer@in2l.com

Lydia Nguyen, PhD
Lead Researcher
lnguyen@in2l.com

Susan Tournie
Director of Program Partnerships
ProgramPartnerships@in2l.com