



FL iNSPIRE Project #GFA083

iNSPIRE PROJECT

FINAL REPORT



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Service Overview

Final Report Synopsis for FL iNSPIRE Grant

The FL iNSPIRE Grant, in partnership with the Agency for Health Care Administration, aimed to improve the quality of life and reduce social isolation among residents in senior living communities across Florida. By leveraging LifeLoop's iN2L (It's Never 2 Late) engagement systems, the project provided participating nursing homes with the tools and support necessary to enhance resident experiences, foster social connections, and work towards obtaining the grant goals over the course of 12 quarters.

The purpose of this project was to achieve an improvement in the Quality of Life and Reduction of Social Isolation for the residents within the participating skilled nursing facility (SNF). These two goals would be accomplished through the implementation of an engaging, computer-based program known as "It's Never Too Late" (branded as "iN2L"). The project included individualized, online recreational and leisure activities and was named "iNSPIRE" (Integrated, fuN, Sustainable, Programming that is Innovative, Rewarding and Enriches). The three-year project supported an evaluation of residents at 16 (*initially 17) SNFs to determine changes achieved over time. In the second year of the FL iNSPIRE Project, *Westminster Manor merged with sister property Westminster Point Pleasant. The grant continued and concluded with 16 participating SNF communities.

Plans to evaluate the improvements in quality of care and quality of life included measurements of the following two primary objectives:

Grant Goals

1. Increased Quality of Life
2. Reduction of Social Isolation

Content That Sparks Possibilities

Person-Centered

Make it easy for staff and residents to get to know each other by creating a personalized page for each elder.

Cognitive

Spark thinking with content designed to improve memory, attention, language, and executive and visual spatial brain function.



Emotional

Engage residents with tools to support and encourage healthy, happy, and calm emotional well-being.

Social

Connect residents with each other, staff, and family members with easy access to familiar Internet and communication applications.

Physical

Encourage movement and activity with videos, content, and activities ideal for fun, exercise, and therapy.

Spiritual

Support a diverse range of faith groups and personal worship preferences with hundreds of spiritual experience applications.

Project Objectives and Data

CMP Grant was Awarded by CMS Region 4, Florida State Contract for the FL iNSPIRE Grant

1. Background

The goal of the Quality of Long-Term Care Improvement Trust Fund, administered by the Agency for Health Care Administration (Agency), is to support activities and programs directly related to the improvement of the care of nursing home and assisted living facility residents, pursuant to Section 400.0239, Florida Statutes (F.S.). It's Never 2 Late, LLC (Recipient), received approval from the Centers for Medicare and Medicaid Services (CMS) to receive Civil Money Penalty (CMP) funds to implement the It's Never 2 Late (iN2L) program in seventeen 17* Florida nursing homes.



** Initially, there were 17 participating communities in the FL iNSPIRE Project. In the project's second year, Westminster Manor merged with its sister property, Westminster Point Pleasant. As a result, the grant continued and concluded with 16 participating skilled nursing facilities (SNF).*

2. Overview/Purpose

The purpose of the iNSPIRE Project is to improve social isolation, which will result in a significant contribution to the quality of life of for nursing home residents. The goal of this project is to improve all aspects of residents' lives which include social, cognitive, spiritual, physical and emotional well-being. This will be accomplished by integrating the iN2L program into the nursing home. The integration of the iN2L program offers diverse solutions for resident engagement and will help reduce social isolation. Residents will be able to be brought together for group activities. This program will improve brain and cognitive function by playing games that require memory, strategy and skills. The spiritual programs include scriptures, church hymns and live sermons that will give comfort and hope to residents during this difficult time. Sermons are available in Baptist, Lutheran, Methodist, Presbyterian, Catholic, Jewish, etc., and can also be viewed in Spanish as well, as other languages.

There are many websites available that include music, bible study, verses of the day, and more. iN2L's music technology offers everything from sing-a-longs, Karaoke, and background music for both present time and past, which will help enhance mood and reduces depression. Classic TV shows and movies of the past will bring familiarity and calmness to present time. The iN2L program will also offer residents a chance to travel virtually, engage in lifelong learning along with so many other great programs.

The iN2L group exercise programs will be used to enhance the therapy residents receive from physical therapists individually. The exercises include chair exercise, chair yoga and chair Tai Chi. There are different levels depending on the physical and cognitive abilities of the resident. Specific cognitive and touch based games can be found by speech-language pathologists and occupational therapists for direct clinical programming, but all end users of the system can access information, educate families, and potentially complete teletherapy services. Individual resident profiles allow the therapists to help choose favorites and recommend content so their patients can complete activities outside of direct therapy sessions.



3. Quality of Life Surveys

Skilled nursing facilities were asked to complete the Quality of Life (QOL) survey with up to 20% of their current census and data was reported to the AHCA on a quarterly basis.

The QOL survey was comprised of 16 questions, each of which used a 5-point rating scale that followed the general pattern of:

5 = Very positive; 4 = Positive; 3 = Neutral; 2 = Negative; and 1 = Very Negative.

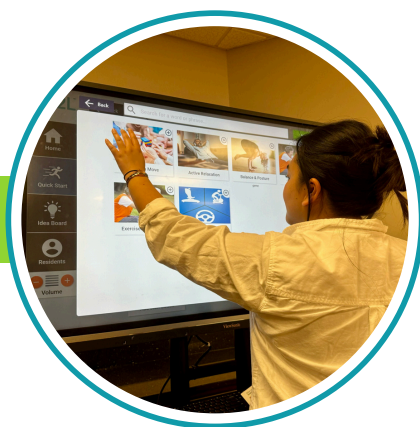
There were four categories of questions:

- Emotional status – positive (4 questions)
- Emotional status – negative (4 questions)
- Time spent on activities/interactions (4 questions)
- Feelings of connection (4 questions)

The response scores for each question were averaged across all communities. For overall score, an average was taken across all questions. Examination of the overall quality of life scores across all 16 communities showed little change over the three-year project period (Figure 1). However, the QOL scores improved notably between Q1 (3.49) and Q8 (3.64), a 4.3% increase, which indicates a positive trend in resident engagement and satisfaction. The greatest consecutive quarter to quarter percent increase was between Q9 (3.33) and Q10 (3.58), where there was a 7.5% increase in overall QOL score. This data highlights how increased platform usage correlates with improved resident engagement, though maintaining long-term QOL improvements may require continuous efforts beyond the platform's implementation.



**Westminster Woods
Julington Creek**



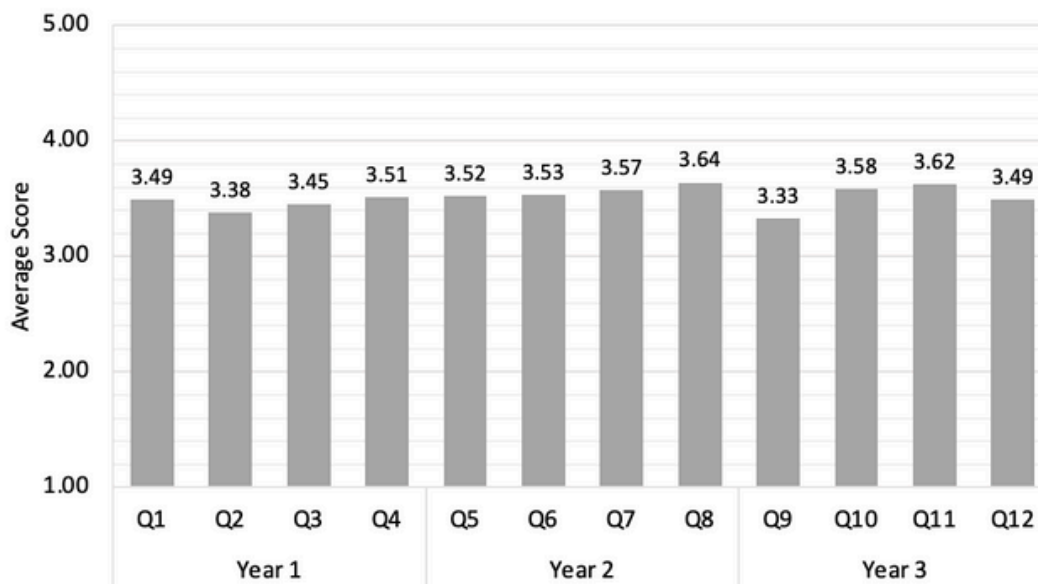
Cypress Village



**Concordia Village
of Tampa**



Figure 1. Overall Quality of Life Scores



When breaking down the survey into the four different categories, there were few differences between categories, and they also did not fluctuate significantly over time (Figure 2).

The greatest percent increase from Q1 for each category occurred in:

- Q3 with a 1.7% increase for Emotional Status – Positive;
- Q8 with a 5.9% increase for Emotional Status – Negative;
- Q11 with a 7.4% increase for Time Spent on Activities & Interactions; and
- Q10 with a 6.2% increase for Feelings of Connection.

The greatest quarter to quarter percent increases for each category were a:

- 6.3% increase from Q9 to Q10 for Emotional Status – Positive;
- 6.6% increase from Q9 to Q10 for Emotional Status – Negative;
- 8.8% increase from Q3 to Q4 for Time Spent on Activities & Interactions; and
- 11.1% increase from Q9 to Q10 for Feelings of Connection.



Figure 2. Quality of Life Survey Results by Category



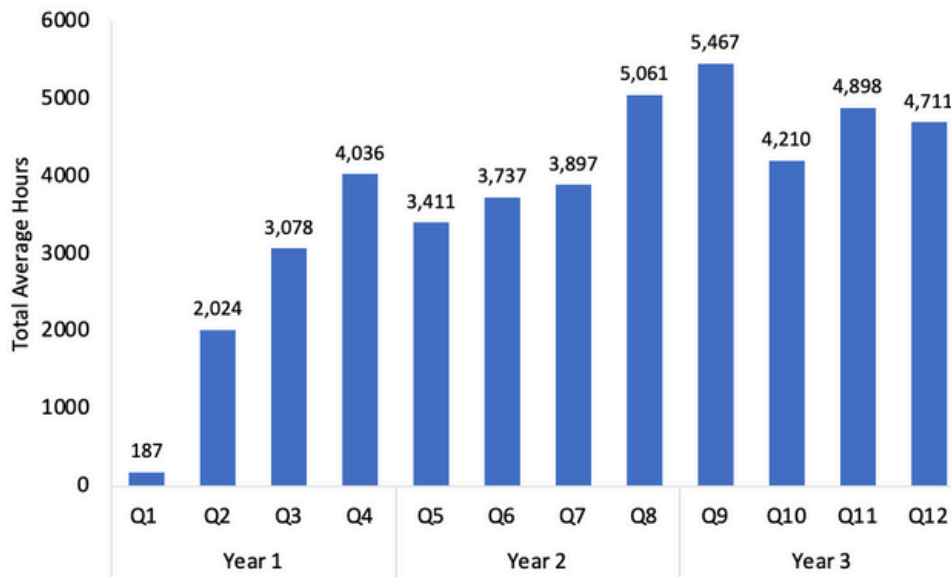
iN2L Usage

iN2L usage data is from the 16 participating communities. Overall, there were high levels of usage across the communities. All communities substantially increased usage after the baseline period (Year 1 Q1).

Data for Figure 3 were calculated for each quarter by summing the total average hours across all 16 communities. Overall, there was some fluctuation in usage, but a general trend towards increasing usage. Removing Q1 from calculations due to it being an outlier in terms of usage, the greatest percent increase from Q2 occurred in Q9 with a 170.1% increase in total average hours of usage. With Q1 data still removed, the greatest quarter to quarter percent increase was between Q2 to Q3 with a 52.1% increase in total average hours of usage.

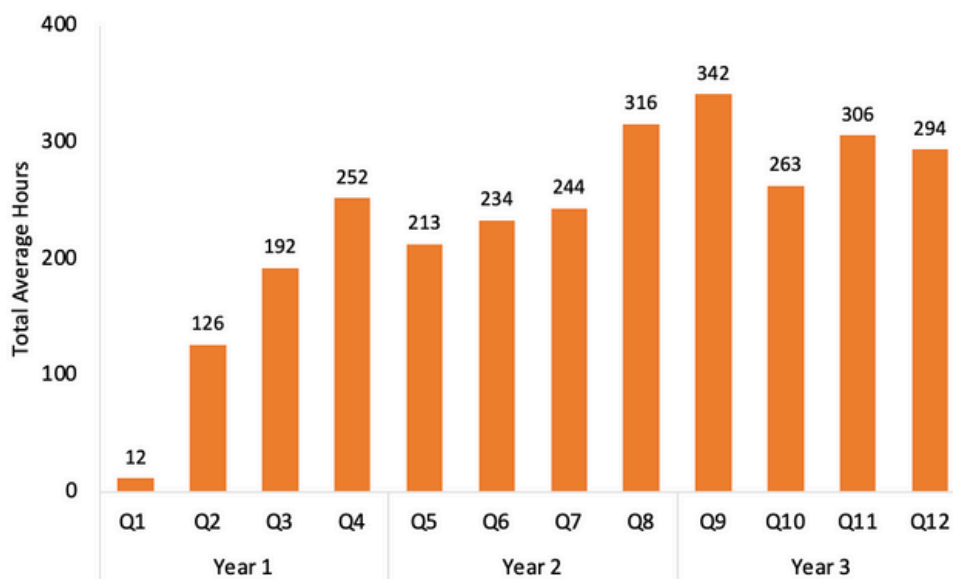


Figure 3. Total Average Hours Across All Communities



Data for Figure 4 were calculated for each quarter as: (sum of total average hours across all 16 communities) / (16 communities). These values are somewhat skewed due to some communities having very high usage while other communities had lower usage.

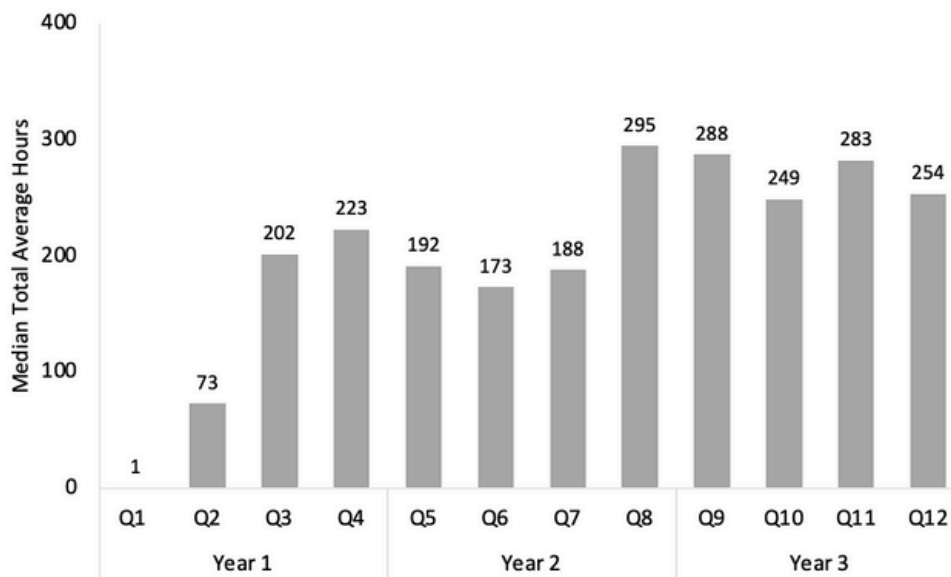
Figure 4. Community Average of Total Average Hours





Data for Figure 5 were calculated for each quarter by taking the median of the total average hours across all 16 communities. This was done to better account for the wide variability between communities.

Figure 5. Median Total Average Hours Across All Communities



Participating FL INSPIRE Project Communities	
Community Name	Engagement System
Westminster Oaks	Engage – 2
Vicar’s Landing	Engage – 1
Plymouth Harbor on Sarasota Bay	Engage – 1
Westminster Towers of Orlando	Engage – 2
Westminster Point Pleasant *	Engage – 2
Shell Point Retirement Community	Engage – 4



Manor at the Carpenters	Engage – 2
Concordia Village of Tampa	Engage – 2
Cypress Village	Engage – 5
Westminster St. Augustine	Engage – 1
Westminster Woods Julington Creek	Engage – 1
Westminster Suncoast	Engage – 2
Mayflower at Winter Park	Engage – 3
Edgewater at Waterman Village	Engage – 2
Oak Hammock	Engage – 1
Glenview at Pelican Bay	Engage – 1

**Westminster Point Pleasant has merged with its sister property Westminster Manor, a former community participant.*



“The school came to prepare us for spring and sang some butterfly songs and used iN2L to help with the songs and music then they did a butterfly craft with each of the residents and ended our time with a fun game of butterfly bingo that they brought with them!”

Chrissy Smoak
Life Enrichment Director
Oak Hammock



"I really appreciate your help. I have enjoyed utilizing the iN2L more and more in the program."

Karen Alger, Connections Program Leader
Shell Point Retirement Community



"We have residents managing pain in and out of physical and occupational therapy who want to be social but then rest. We'll be doing a Moon Landing Experience using iN2L to rewatch the moon landing. We have residents who remember that moment! I look forward to those conversations."

Jessica Rodriguez, Activity Director
Glenview at Pelican Bay



"We are so grateful for iN2L technology. Not only has it enhanced the lives of our residents, but it has also provided meaningful ways for our team members to collaborate with them daily."

Kristina Ferry, Activities Director
Mayflower at Winter Park

Project Deliverables

FL iNSPIRE is pleased to have accomplished all deliverables stated in agreement number #GFA083, despite the ever-present challenges and hurdles related to the COVID-19 pandemic. Table 2.1 outlines the product deliverables and provides details on the outcomes.

Table 2.1 Product Deliverables

Florida iNSIGHT CMP GRANT TIMELINE			
Project Tasks / Process Objectives	Task Month	Month/Yr	Responsible Party
CMP Grant is Awarded by CMS Region 4, Florida State Month 1 Contract Signed/Executed, Community Orders Processed	Month 1	Aug-21	Project Administrator
Participate in Project Review Call—discuss project's goals, timeline and demo; introduce project's Customer Success Manager; provide possible Project Implementation dates	Month 1	Aug-21	Project Administrator, Project Leaders and iN2L PPT/ Customer Success Manager (CSM)
iN2L ships systems to communities	Month 1-2	Sep-21	iN2L CSM and Fulfillment/ Procurement
Participate in Project Pre-Implementation Call to review and schedule Project Implementation, and review equipment shipping details	Month 1		Project Administrator and Project Leaders, iN2L CSM
Conduct baseline Social Isolation/QOL/Social Connection Survey and enter data online	Month 1		Project Administrator
iN2L systems arrive at communities and are stored pending Project Implementation. If a 70" AWM system, community installs system prior to the Project Implementation	Month 1 or Month 2		Project Administrator, Project Leaders
Participate in Project Implementation— System Installation, Project Rollout, Interprofessional Training	Month 2		Project Administrator, Project Leaders, iN2L Implementation Specialist
Conduct baseline Social Isolation/QOL/Social Connection Survey and enter data online	Month 1		Project Administrator

Project Tasks / Process Objectives	Task Month	Month/Yr	Responsible Party
iN2L systems arrive at communities and are stored pending Project Implementation. If a 70" AWM system, community installs system prior to the Project Implementation	Month 1 or Month 2		Project Administrator, Project Leaders
Participate in Project Implementation— System Installation, Project Rollout, Interprofessional Training	Month 2		Project Administrator, Project Leaders, iN2L Implementation Specialist
Community hosts a meeting to unveil the systems to families, volunteers, project supporters	Month 3		Project Administrator, Project Leaders, Marketing Director
Community will begin creating Resident Profile buttons for residents	Month 3		Project Leaders
Community integrates iN2L activities on the Activities Calendars—this will be done monthly going forward	Month 3		Project Leaders
Submit Baseline Quarterly Evaluation Report — Assemble QOL/Social Connection Survey and usage data; monitor project impact; prepare and submit report prior to deadline	Month 3		Project Administrator
iN2L provides dates/times for Monthly Training Webinars— new and interested staff, volunteers, families participate	Month 4		Project Leaders

Project Tasks / Process Objectives	Task Month	Month/Yr	Responsible Party
Begin 3-Year Engagement Technology Competency Building— Continuing education and grant support tailored to the project’s goals to ensure staff support and project sustainability; includes one onsite visit/training, continuous access to training and content webinars, project goal attainment and evaluation assistance	Month 4-5 through Month 36		Project Administrator, Project Leaders, iN2L CSM
Community staff begins to participate in bi-monthly Content Update webinar; add updated applications to the Activities Calendar throughout the duration of the project	Month 6		Project Leaders
Submit Quarterly Evaluation Reports— conduct QOL/Social Connection Survey and request report; gather usage data; prepare data comparison spreadsheets; monitor project impact; prepare and submit prior to deadline	Month 6 through Month 33		Project Administrator
Prepare and submit Final Evaluation Report— conduct QOL/Social Connection Survey and Project Evaluation Survey; gather QOL/Social Connection Survey and usage data; prepare data comparison spreadsheets; monitor Project impact	Month 36		Project Administrator



Westminster
Suncoast



iN2L has been an integral part for multiple departments. Therapy was doing a session using iN2L and took a perfect picture. Here is a beautiful action shot of a resident coloring.

Carly Jewell Green
Activity Director



Project Stakeholders and Participants

LifeLoop (iN2L) has been honored to work closely with a group of stakeholders representing a variety of organizations and entities throughout the state. The following affiliations were significantly involved in supporting the project and we would like to acknowledge them and their contributions and dedication:

- > LifeLoop (iN2L)
- > Agency for Health Care Administration (AHCA)

Participating Communities

- Cypress Village
- Concordia Village of Tampa
- Edgewater at Waterman Village
- Glenview at Pelican Bay
- Manor at the Carpenters
- Mayflower at Winter Park
- Oak Hammock
- Plymouth Harbor on Sarasota Bay
- Westminster Oaks
- Vicar's Landing
- Westminster Towers of Orlando
- Westminster Point Pleasant
- Westminster St. Augustine
- Westminster Woods Julington Creek
- Westminster Suncoast
- Westminster Manor*
- Shell Point Retirement Community

* Westminster Manor, a former community participant has merged with its sister property Westminster Point Pleasant.



Findings and Considerations

1. Impact of COVID-19:

- The FL iNSPIRE project experienced significant challenges due to COVID-19, which affected all aspects of the project, especially travel for in-person visits and project rollout. This global health crisis had a profound impact on skilled nursing facilities, influencing project implementation and maintenance.

2. Adoption of iN2L Systems:

- iN2L was widely embraced by both staff and residents. An impressive 87.5% of participating skilled nursing facilities opted to continue the iN2L subscription at their own cost, reflecting the technology's value and effectiveness.

3. Focus on Resident Experience:

- Despite the adverse effects of COVID-19 and other factors like staff turnover, the project's focus remained on enhancing the resident experience, particularly for those with varying cognitive functions. Efforts to reduce social isolation through iN2L systems and increase quality of life were a key priority.

Key Highlights

1. Training and Support:

- All 16 participating communities have engaged in at least one virtual training course each quarter, facilitated by Angelica Christian, the FL iNSPIRE Customer Success Manager (CSM). These sessions were adapted to accommodate the scheduling constraints of understaffed communities and focused on practical methods for supporting cognitively or physically impaired residents.
- Additional one-on-one training and ongoing support through Monthly Tips and outreach helped communities integrate iN2L into their daily programming effectively.



2. Quality of Life (QOL) Surveys:

- Each of the 16 communities completed QOL surveys. The results showed a neutral average score of 3.49, consistent with the baseline. A correction was made for Quarter 11, adjusting the previously reported average from 3.44 to 3.62.
- Despite challenges in data collection, all communities adhered to deadlines and successfully incorporated in-person training sessions.

3. Success Stories:

- Several communities shared success stories, highlighting the positive impact of iN2L on residents and staff. Notable examples include residents participating in nostalgic activities and engaging in intergenerational interactions facilitated by iN2L, which significantly enhanced their quality of life.

4. Challenges and Lessons Learned:

- The project faced challenges such as staff shortages, project leader turnover, and technical issues, which were effectively managed by the CSM through proactive outreach and support.
- The absence of COVID-related restrictions in the later stages of the project allowed for increased in-person interactions, fostering a more positive community environment.
- Going forward, the CSM will continue to advocate for iN2L, emphasizing ongoing training, increased usage, and the promotion of person-centered activities.

Combined Summary Quarters 1–12:

1. Concordia Village of Tampa

- Challenges:
 - System Implementation: Faced issues with setting up systems, particularly with the View Sonic's Eco Mode, requiring adjustments for better functionality.
 - Staff Shortages: Continued challenges with staff turnover affected engagement and program implementation.
- Successes:
 - Team Engagement: The Therapy team showed strong interest in utilizing iN2L content for resident engagement.
 - Efficiency Improvements: Quick Start buttons created by the Activity Assistant improved daily operation efficiency.



- Consistent Usage: Despite staffing challenges, the community maintained steady usage of iN2L systems.
- Other Information:
 - Follow Up: Ongoing support and follow up with Tech Support ensured that any issues were promptly addressed.

2. Shell Point Retirement Community

- Challenges:
 - Hurricane Impact: Community experienced nearly a direct Category 4 hit from Hurricane Ian, resulting in significant disruptions in system usage due to power outages and damage within the community.
 - Equipment and Staffing Issues: Occasional technical difficulties
- Successes:
 - Community Resilience: Managed to maintain engagement
 - Post-Hurricane Recovery: Successfully returned to pre-hurricane status with full operational recovery.
 - Resident Engagement: Portable iN2L systems significantly improved resident engagement, particularly for those less inclined to join group activities.
- Other Information:
 - Recognition: The community's resilience and efforts during the hurricane were recognized, highlighting their ability to maintain engagement despite challenges.

3. Glenview at Pelican Bay

- Challenges:
 - Technical Issues: Encountered problems with tracking system usage due to difficulties accepting Terms & Conditions, delaying full iN2L integration.
 - Staff Turnover: Faced significant staff turnover, leading to inconsistent usage and program delays.
- Successes:
 - Resident Engagement: Once technical issues were resolved, there was a notable increase in system usage, with residents enjoying activities like classic movies and interactive games.
 - Improved Usage: Despite challenges, the community remained committed to iN2L, with a slight increase in usage over time.
- Other Information:
 - Adaptation: The system was effectively used to engage bedridden residents in room-based activities.



4. Manor at Carpenters

- Challenges:
 - Staff Training: Community faced challenges with the full integration of iN2L due to staff turnover and the impacts of COVID-19.
 - Census and Connectivity Issues: Connectivity difficulties and resident census initially hindered iN2L usage.
- Successes:
 - Personalized Engagement: Used iN2L effectively for one-on-one resident engagement, especially for those unable to join group programs.
 - Significant Usage Increase: Addressed challenges leading to a marked improvement in iN2L usage, enhancing resident engagement.
- Other Information:
 - Future Plans: Implement the knowledge acquired through iN2L training with both residents and staff

5. Mayflower at Winter Park

- Challenges:
 - Hurricane Impact: The community evacuated temporarily due to significant flooding and power outages caused by Hurricane Ian, which led to a decrease in system usage.
 - Technical and Staffing Constraints: Periodic technical issues and staff availability impacted program operations.
- Successes:
 - Innovation and Flexibility: Used mobile units to continue resident engagement during the hurricane, ensuring connections were maintained.
 - Post-Hurricane Recovery: Successfully returned to pre-hurricane status with full recovery of operations and system usage.
 - Enhanced Resident Participation: Reported high levels of resident participation in iN2L activities, improving social connections.
- Other Information:
 - Recognition: Recognized as a “Community that Shines” for creative and effective use of iN2L solutions.

6. Oak Hammock

- Challenges:
 - Hurricane Displacement: Displacement of residents and staff due to a hurricane required alternative use of iN2L during the crisis.
 - Staffing Issues: Faced challenges with staff turnover affecting program continuity.



- Successes:
 - Resourcefulness: Successfully engaged both displaced residents, staff and children from another community during the hurricane using iN2L; which highlighted the intergenerational benefits.
 - Post-Crisis Recovery: Maintained consistent usage post-hurricane with successful adaptation of responsibilities.
 - Integration into Daily Programming: Integrated iN2L into daily activities and the monthly calendar, leading to consistent resident engagement.
- Other Information:
 - Continued Support: With additional support, expected continued increase in system usage.

7. Plymouth Harbor on Sarasota Bay

- Challenges:
 - System Tracking Issues: Initial technical challenges with tracking usage due to problems with Terms & Conditions.
 - Technical Issues: Encountered ongoing difficulties affecting the recording of usage metrics, leading to discrepancies.
 - Hurricane Displacement: Due to the effects of Hurricane Ian, the community evacuated to another facility also utilizing iN2L. The Community Administrator remarked, “I don’t know how bad the anxiety and fear would have been without the iN2L!”
- Successes:
 - Increased Engagement: Resolved issues led to a significant increase in iN2L usage, with active resident participation in activities like karaoke and travel trivia.
 - Daily Use and Engagement: Maintained daily use of iN2L systems with strong resident participation.
- Other Information:
 - Community Tours: iN2L became a valuable tool for community tours and new resident orientations, highlighting its professional features.

8. The Edgewater at Waterman Village

- Challenges:
 - System Utilization: Initial challenges with consistent utilization due to staff unfamiliarity and technical issues.
- Successes:
 - Resident Engagement: Addressed initial challenges leading to improved engagement, with iN2L becoming integral to daily activities.



- Group Activities: Successfully enhanced group activities with iN2L, contributing to a more connected community environment.
- Other Information:
 - Community Integration: Emphasized integrating iN2L into the community culture, key to successful adoption and sustained usage.

9. Vicar's Landing

- Challenges:
 - Staff Familiarity: The initial lack of familiarity resulted in lower usage and integration of iN2L into daily activities.
- Successes:
 - Cultural Shift: Successfully facilitated a cultural shift, leading to greater acceptance and usage of iN2L by both staff and residents.
 - Steady Participation: Maintained high levels of resident participation, contributing to program success.
- Other Information:
 - Resident-Focused Programming: Focused on resident-centered programming using iN2L, significantly improving resident satisfaction and post grant utilization.

10. Westminster Oaks

- Challenges:
 - Staff Familiarity: Initial challenges with staff unfamiliarity with iN2L led to hesitation in using the platform.
 - Staff Transition: Experienced challenges with staff transitions requiring adjustments and reeducation.
- Successes:
 - Increased Utilization & Implementation: Reported a significant increase in staff confidence and usage of iN2L, accompanied by specific success stories highlighting residents who have benefited from the system. Key strategies for enhancing usage included: Frequent training sessions about available content for staff, Monthly calendar overviews and demonstrations, Curated Quick Start options and cross functional training for all staff.
 - Consistent Program Implementation: Maintained steady usage and engagement through strong leadership and planning.
- Other Information:
 - Time-Saving Tools: The CSM provided tools that saved the Project Leader planning time, allowing more focus on engagement.



11. Westminster Point Pleasant

- Challenges:
 - Staff Shortages: Experienced challenges regarding staff turnover with Grant Project Leaders and internal connectivity issues which impacted usage.
 - Staff Turnover and Installation Delays: Experienced extended delays in installing transitioned system originating from *Westminster Manor.
- Successes:
 - Therapeutic Use of Music: Successfully integrated iN2L into daily programming, with music therapy particularly impactful for residents with dementia.
 - Community Transformation: iN2L transformed resident interactions and engagement, enhancing social connections and quality of life.
- Other Information:
 - Cultural Integration: The Project Leader's initiative to incorporate iN2L into daily communications highlighted the system's role in the community's culture.

12. Westminster Suncoast Health Center

- Challenges:
 - Hurricane Evacuation: Evacuation due to a hurricane led to a decrease in system usage.
 - Staff Shortages: Ongoing staffing challenges impacted the consistency of program delivery.
- Successes:
 - Post-Evacuation Recovery: Successfully returned to pre-hurricane status with restored system usage and resident engagement.
 - Multigenerational Engagement: Facilitated activities that engaged multiple generations, fostering family connections and enriching resident experiences.
- Other Information:
 - Crisis Management: Demonstrated resilience and effective crisis management during and after the hurricane.

13. Westminster Towers of Orlando

- Challenges:
 - System Integration: Initial challenges in integrating iN2L into existing activities and understanding how to best utilize system resources.
- Successes:
 - Resident Participation: Increased resident participation, especially among those previously less engaged, with adaptable programs that catered to individual needs.
 - High Engagement: Maintained strong usage and engagement, contributing positively to residents' quality of life.



- Other Information:
 - Positive Feedback: Received positive feedback from residents and staff, enhancing overall satisfaction with iN2L.

14. Westminster Woods Julington Creek

- Challenges:
 - Staff Turnover: Project leadership transition impacted the consistency of iN2L program implementation.
- Successes:
 - Creative Use of iN2L: Implemented creative programming using iN2L, such as outdoor activities and themed events, which were well-received by residents.
 - Increased Usage: Following the transition of the project leader, there was an increase in iN2L usage, which enhanced engagement and contributed to the program's success.
- Other Information:
 - Staff Engagement: Focused on engaging staff with iN2L, ensuring they were comfortable using the system and integrating it into daily activities.

15. Westminster St. Augustine

- Challenges:
 - Technical Difficulties: Faced Wi-Fi connectivity issues that affected effective use of iN2L.
 - Gold Seal Application Process: Navigated the complexities of applying for the Gold Seal, requiring detailed documentation and reporting.
- Successes:
 - Data Integration: Successfully integrated iN2L data into QAPI reports and care planning meetings, demonstrating its impact on reducing social isolation.
 - Award Recognition: Received the Gold Seal Award for excellence in resident care and program implementation.
- Other Information:
 - Room-to-Room Engagement: Effectively used iN2L for room-to-room visits, providing popular content like travel logs and animal slideshows.

16. Cypress Village

- Challenges:
 - System Setup: Faced initial challenges with setting up and utilizing multiple iN2L systems, affecting consistent usage.



- Leadership Transition: Experienced a transition in project leadership, impacting program momentum.
- Successes:
 - Resident Satisfaction: Once systems were fully integrated, residents reported high levels of satisfaction, leading to increased engagement.
 - Increased Adoption: The new Project Leader, Jennifer Peterson, successfully increased iN2L adoption and integration, enhancing resident engagement.
- Other Information:
 - Staff Training: Focused on comprehensive staff training to ensure confidence in using iN2L, key to successful implementation.

17. Westminster Manor*

- Challenges:
 - Workload Concerns: Initial project concerns about additional workload from incorporating iN2L, particularly with grant reporting requirements.
- Successes:
 - Art Show Success: Overcame concerns by using iN2L for creative programs like an art show, which became one of the community's most successful activities.
 - Resident Engagement: Reported increased participation from residents, especially those with visual impairments, benefiting from iN2L's accessible content.
- Other Information:
 - Consistent Engagement: Maintained consistent resident engagement, with iN2L playing a central role in daily activities.

**In the second year of the FL iNSPIRE Project, *Westminster Manor merged with sister property Westminster Point Pleasant. The grant continued and concluded with 16 participating SNF communities.*



**Plymouth Harbor on
Sarasota Bay**



Westminster Oaks



Vicar's Landing



Quarterly Highlights and Outcomes

Quarter 1 (Q1):

Implementation: Initial rollout of iN2L systems across participating communities. Training sessions were conducted to familiarize staff with the platform and its capabilities.

- Challenges: Early challenges included staff shortages and technical issues related to the integration of the new systems.
- Successes: Communities began to report positive feedback, particularly in how the systems were enhancing resident engagement through interactive activities and cognitive stimulation.

Quarter 2 (Q2):

Progress: Increased system usage as communities grew more comfortable with iN2L. Training focused on integrating iN2L into daily routines.

- Challenges: Continued staff turnover and COVID-19 outbreaks hindered full utilization in some communities.
- Successes: Notable improvements in resident engagement were reported, with the iN2L systems being used creatively during community events and personalized care plans.

Quarter 3 (Q3):

Engagement: Communities further embedded iN2L into their routines, with significant participation in virtual instructional webinars.

- Challenges: Technical issues and staff turnover persisted but were addressed with ongoing support.
- Successes: Expansion of iN2L usage to include new activities such as personalized art shows and themed events. Communities began using system data for Quality Assurance and Performance Improvement (QAPI) reports.

Quarter 4 (Q4):

Usage Growth: Increased usage across most communities, despite challenges such as active outbreaks and staff illnesses.

- Challenges: Some communities struggled with equipment tracking and connectivity issues.
- Successes: Communities reported creative uses of iN2L, such as during maintenance disruptions and holiday-themed programming.



Quarter 5 (Q5):

Resilience: Communities maintained engagement despite disruptions caused by Hurricane Ian, with creative uses of iN2L during evacuations and to comfort residents.

- Challenges: The hurricane caused significant system interruptions and lower usage in affected areas.
- Successes: Successful integration of iN2L into daily routines was reported, with notable improvements in resident satisfaction.

Quarter 6 (Q6):

Progress: Steady usage with positive feedback, particularly in using iN2L for therapy sessions and social events.

- Challenges: Continued issues with staff shortages and technical difficulties.
- Successes: Introduction of new training modules and innovative uses of iN2L for personalized resident engagement.

Quarter 7 (Q7):

Engagement: Increased system usage, with a focus on managing resident profiles and enhancing personalization.

- Challenges: Staffing and technical issues persisted, impacting some communities.
- Successes: Significant progress in integrating iN2L into daily programming, with positive outcomes in resident engagement and satisfaction.

Quarter 8 (Q8):

Usage: Continued positive trends in system usage, with all communities engaging in virtual training and system use.

- Challenges: Staff turnover and equipment issues remained challenges, but these were addressed through proactive support.
- Successes: Success stories highlighted the positive impact of iN2L, particularly in enhancing the resident experience and supporting those with cognitive impairments.

Quarter 9 (Q9):

Progress: Continued positive increase in usage across most communities, with regular phone and email support from the CSM.

- Challenges: Ongoing outbreaks, staff illnesses, and turnover impacted resident involvement in some communities.



- Successes: Quality of Life (QOL) surveys indicated that residents did not feel socially isolated, showing the success of the iN2L system in improving social connections and engagement.

Quarter 10 (Q10):

Engagement: Full participation from all remaining communities, with notable increases in system usage and resident engagement.

- Challenges: Staffing shortages and technical issues persisted but were mitigated with consistent support.
- Successes: Successful onboarding of new project leaders and significant increases in resident participation in LifeLoop activities.

Quarter 11 (Q11):

Focus: Training centered on enhancing the resident experience, especially for those with cognitive impairments.

- Challenges: Staffing shortages and technical issues were prevalent, but proactive support and training mitigated their impact.
- Successes: Increased usage and engagement, with notable success stories from communities like Westminster Towers and Shell Point.

Quarter 12 (Q12):

Final Progress: Continued strong usage of iN2L systems with all communities fully participating in virtual training. Emphasis on final training sessions to ensure sustainability post-grant.

- Challenges: Ongoing staff turnover and equipment issues were managed with consistent outreach and support.
- Successes: Quality of Life surveys showed stable results, indicating that the project maintained its impact on resident satisfaction and social isolation reduction.

“iN2L leaves us as activity personal with open ended help when a resident may be sundowning or just having a rough day. We have used the funny videos portion and the math portion of your program to help a certain individual in our community find joy in late afternoons. Thank you iN2L.”

Kori Montague, Activity Director
Westminster St. Augustine





Detailed Results

Quality of Life & Social Connection Surveys

Baseline to Final Survey Results: The Quality of Life (QOL) and Social Connection surveys were conducted quarterly, involving 20% of the resident population in each community. The surveys measured residents' sense of social connection, engagement, and overall satisfaction.

Results: Across the 12 quarters, the average QOL scores showed a positive trend, indicating that residents generally did not feel socially isolated and had an improved quality of life. There was a slight fluctuation in scores due to factors such as staff turnover and technical issues, but the overall impact remained positive.

Notable Improvements: Communities that fully embraced the iN2L system reported the most significant improvements in QOL scores. For instance, Westminster St. Augustine and Westminster Suncoast saw consistent increases in resident satisfaction, which contributed to their application and receipt of the Gold Seal Award.

"I would like to share we evacuated our Assisted Living residents to a wonderful community with a dedicated space, but with no TV. They quickly offered their IN2L from the memory care and we wheeled it in, hooked up to wireless, and started a singalong! They used it throughout the storm event for group sit fit, relaxing music, trivia games, and yes, streaming news updates. I don't know how bad the anxiety and fear would have been without the IN2L!"

Brandi Burgess, Administrator of Assisted Living
Plymouth Harbor on Sarasota Bay





Westminster
Manor

Project leader Marisol shared wonderful art created by residents from utilizing the “Wow Art” on iN2L. She was able to compile artwork from several residents and had an art show at her community. This is truly amazing to witness considering the initial roll out of Westminster Manor. There was some initial hesitation with the additional grant requirements. Through constant reassurance and highlighting the benefits of the partnership with iN2L, she can now see how iN2L greatly improves the quality of life. This is an illustration of one of the many benefits iN2L has to offer.



“

Wow! What an amazing tool to have! Where have you been my entire career?! Since adding iN2L and enhancing our programs through the use of technology, our activity attendance has increased.

Marisol Marcano-Correa
Director of Activities



Successes, Challenges, and Lessons Learned

Successes:

- **Increased Resident Engagement:** The iN2L system significantly enhanced resident engagement, particularly through personalized activities and interactive programs.
- **Social Connection:** Residents reported feeling more connected to their peers, staff, and families, which directly contributed to the project's goal of reducing social isolation.
- **Innovation and Creativity:** Communities used iN2L in creative ways to overcome challenges, such as using the system during evacuations or to facilitate impromptu events.

Challenges:

- **Staff Turnover:** High staff turnover rates posed a significant challenge to the consistent use of iN2L systems. Frequent re-training and onboarding were necessary to maintain engagement.
- **Technical Issues:** Equipment malfunctions and connectivity problems were recurring issues. However, the proactive support from the CSM and technical team ensured these were resolved swiftly.
- **COVID-19 Impact:** The pandemic continued to affect resident involvement and system usage, particularly during periods of lockdowns and outbreaks.
- **Lessons Learned:**
 - **Proactive Training:** Regular training and refresher sessions were crucial in maintaining high levels of system usage and resident engagement. Tailoring the training to meet the specific needs of each community proved to be effective.
 - **Consistent Support:** Ongoing support from the CSM, including regular check-ins and technical assistance, was essential in overcoming challenges and ensuring the success of the project.
 - **Community-Specific Approaches:** Each community had unique needs and challenges; therefore, customized support and resources were vital in achieving the project goals.



"I always look forward to the iN2L training with Laura Mock and Angelica Christian. We love them at Westminster Towers Orlando. Their great leadership, and tips helps keep us together. I love that they are always a phone call or an email away for any issues we may have with the iN2L systems. Thank you to the two of them. We appreciate you."

**Andrea Green, Activities Assistant
Westminster Towers of Orlando**



"We just celebrated National Kindergarten Day and had several kindergartners who came for an after dinner program with the residents to celebrate the special day (my child being one of them). He was showing them that he knows how to write his name and telling them how old he is. They even played hangman together."

**Chrissy Smoak, Life Enrichment Director
Oak Hammock**



"The portable system has been helpful in engaging with residents who are less inclined to join in group activities. We are able to provide music during lunch and the early afternoon to our common areas where those who do not normally join in group activities like to congregate."

The large group system has been so user friendly. Being able to quickly and effectively show staff, family members, and volunteers how to use the system has been a great tool. They are able to use the system on their own accord confidently. We have family members that are able to seamlessly use it for bingo, movies, music and more."

**Luisa De La Hoz, Director of Activities
Edgewater at Waterman Village**



Synopsis of Project

The FL iNSPIRE project has been a noteworthy success in enhancing the quality of life and reducing social isolation among senior residents across Florida. The consistent use of LifeLoop's iN2L systems across participating communities has led to significant improvements in resident engagement and satisfaction. Over the grant period, which spanned Quarters 1-12, observed a notable increase in reported usage and utilization of the project's resources. This upward trend highlights significant progress towards achieving the project's goals, despite encountering various challenges. This report aims to outline the key advancements in usage and their impact on improving the quality of life for residents.

Qualitative Success and Impact Beyond Statistical Measures

Although the data does not support the goal being statistically met, the overabundance of Success shared by project leaders reiterated (1) Increased Quality of Life & (2) Reduction of Social Isolation through the noted success shared through the reflection of participating project leaders. The QOL scores improved notably between Q1 (3.49) and Q8 (3.64), a 4.3% increase, which indicates a positive trend in resident engagement and satisfaction at midpoints of the project. This data highlights how increased platform usage correlates with improved resident engagement, though maintaining long-term QOL improvements may require continuous efforts beyond the platform's implementation.

Achievements and Impact

The implementation of iN2L systems across 16 participating Skilled Nursing Facilities (SNFs) led to substantial improvements in resident engagement and satisfaction. Project leaders demonstrated remarkable resilience, creativity, and adaptability in addressing obstacles such as technical issues, staff turnover, and natural disasters, including two hurricanes. Their efforts, supported by the Customer Success Manager (Angelica Christian) and strong community leadership, contributed to a notable enhancement in residents' social connections and overall quality of life.

Ongoing Success

The consistent use of iN2L systems resulted in 14 out of 16 facilities or a notable 87.5%; choosing to continue their subscriptions post-grant, underscoring the positive impact of the



project. The project has laid a solid foundation for sustained success, equipping communities to build on the progress made. Moving forward, the focus will be on maintaining momentum and ensuring the continued benefits of the iN2L systems for participating communities.

Challenges and Lessons Learned

The project encountered challenges, including the complexities of coordinating onsite training and meetings with staff and administrators, technical issues, staff turnover, and natural disasters like hurricanes. Their resilience, creativity, and adaptability ensured that residents benefited from enhanced social connections, increased engagement, and an improved quality of life. The FL iNSPIRE Project provided a crucial technology-based resource that helped reduce loneliness and increase connection and engagement among skilled nursing facility residents during a critical time. Although some data did not meet statistical goals, the overall success stories and positive feedback from project leaders highlighted significant achievements in increasing residents' quality of life and reducing social isolation.

In summary, while the FL iNSPIRE project did not meet all of its initial quantitative objectives, it has demonstrated significant success through the meaningful engagement and qualitative outcomes it achieved. Specifically in observation of usage, person centered care, and participation, positive participant feedback, community impact.



The Estates
AT CARPENTERS

“We are enjoying our iN2L. We have a resident that has aphasia, and this makes it very hard for them to participate and the attention span is very short. We sat the resident down and placed old gospel music on and sang with them. They hummed the music and seemed to enjoy hearing the music by the tapping of the feet and the resident pointing and trying to tell us about the songs that were on. This held the resident’s attention.”

Jamie Backensto, Recreation Director



Although there were many significant Project Leader reflections, the sentiment shared from Lizzette Johnson from Westminster Point Pleasant reflected the sentiment of many participants.

Westminster Point Pleasant

Utilization of the IN2L has significantly increased the interaction between our residents and staff. It has served as a bridge that encourages collaboration and communication, allowing us to better understand and meet the needs of our residents. The interactive nature of the system has made it easier for staff to engage residents in activities that are both stimulating and enjoyable, resulting in more positive and fulfilling experiences for everyone involved.

The benefits of the IN2L extend beyond just the technology itself; it has enriched our community in ways that are deeply meaningful. We are seeing residents who were once hesitant to participate become more active and engaged. We are witnessing the joy of rediscovery as they explore new hobbies and interests. And perhaps most importantly, we are observing a renewed sense of purpose and connection among our residents, which is truly priceless.

In conclusion, the introduction of the IN2L system has been nothing short of transformative for our community. It has brought people together, nurtured new friendships, and strengthened the bonds between residents and staff. We are incredibly grateful to have this wonderful tool at our disposal, and we look forward to continuing to see the positive impact it has on our community.

Warm regards,

Lizzette Johnson
Activity Director

