

Grant# GFA076 – “Patient Centered Care Project”

State of Florida Agency for Health Care Administration

Final Report 03/01/21- 02/28/24

The Commons at Orlando Lutheran Towers

300 E. Church Street Orlando, FL 32801

Written by Donna Lovasco – Project Coordinator

In 2020, in the middle of the height of COVID, I started the grant process for our iN2L systems. To my surprise we were approved within 8 weeks of submitting our application and were able to start the process of getting the systems into our community. I was very excited about being able to offer this amazing program to our residents. Prior to working in The Commons, I worked in an assisted living facility and had this program there. I saw the difference the programs made to so many residents and couldn't wait to see the difference it would make in our community.

Our large TV systems arrived on March 25th, 2021, and were installed in and working on our 2nd, 3rd, and 4th floor dining rooms by April 7th, 2021. We hired an electrician to move outlets on the wall, our maintenance department installed the brackets to hold the TV systems and our tech department helped with the set-up. One of our mobile TV carts arrived damaged but was quickly replaced and they were up and running by April 16^h, 2021. We use the mobile carts on our 1st floor Rapid Rehab and 7th floor Rehab floors.

Due to Covid restrictions at the time, iN2L conducted a one-hour virtual training session on how to use the systems and what programs the systems offered. The activities staff attended the training and then I in turn conducted several in-service trainings with our management team, nurses, CNA's, dietary and therapy staff. The therapy staff uses mobile TVs in rehab for the programs that iN2L offers for their department. My staff participated in an hour iN2L webinar training each quarter as required by the grant contract. New staff also watch iN2L webinars as part of their training and I continued to conduct in-service training for staff in other departments. Some of our quarterly training included: “Engaging the Aging Population with iN2L Group Engagement Systems”, “Engaging & Connecting the Aging Population with Dementia”, iN2L Calendar Ideas”, “iN2L Game Changer”, “Holiday Headquarters at iN2L”, “Beyond Activities, Creating A Rewarding Resident”, as well as others.

I also had a monthly check-in call with Erin Rorar-iN2L Client Success Manager. We would discuss new programs, any concerns, program suggestions, system issues, etc. Erin and the iN2L technology department were always available to help with any issues or concerns we may have experienced.

I reviewed our past three-year usage reports and our usage continued to increase each month. During 2021, we started the program in April with 3 hours of usage per day and ended the year in December with almost 11 hours. In 2022, we started out with 11 hours a day of usage and ended the year at almost 15 hours a day usage. In 2023, we dipped a little to 12.5 hours a day in January and February and March to only 9.5 hours a day (still amazing according to iN2L) and then ending the year in December with almost 15 hours a day. I attribute this to a decrease in census as well as some of the residents that would use the systems independently after regular daily activities had left the community or passed. 2024 continued a steady path of almost 14 hours a day.

I interviewed anywhere from 25 – 30 residents each quarter for our “Quality of Life/Social Connection” Quarterly Surveys. Our survey results over the past three years have continued to show us that the majority of our residents that I surveyed have adjusted to their lives here, are able to have found joy in their lives, have the energy to get out of their rooms and participate in activities, are happy the majority of the time, are at peace with themselves and feel rested and relaxed most of the time. The results of our quarterly surveys have also shown us that the majority of the residents surveyed didn’t feel that physical health or emotional problems interfered with them attending activities, they still have an interest or could find pleasure in doing things, were able to fall asleep most nights, rarely had trouble concentrating, very rarely felt down in the dumps to the point of nothing could cheer them up, or rarely felt fidgety or restless, tired or sad.

Our iN2L systems were used daily for both scheduled group activities and by our residents independently. Our systems enhanced our social, cognitive, spiritual, physical, and emotional programs. Since iN2L updated their programs monthly and were always adding something new we were able to keep our residents excited about coming back for daily programs. Below is a sampling of the daily, weekly, and monthly iN2L programs that are offered to our residents.

Social: We use iN2L daily for our lunch travel videos, weekly sermons, music, Bingo, holidays, special events, history videos, reminiscing, Spanish Club, Men’s Club, Tea & Trivia, Karaoke, food socials, etc. Our residents enjoy socializing with their peers, and many have forged relationships while getting together at our daily programs. They invite and encourage their friends to come to our activities and usually stay after they end and spend time together talking and enjoying each other’s company.

Cognitive: We offer cognitive fitness twice a week for our residents. iN2L offers a wide range of programs that help to improve our resident’s memory retention, language and problem-solving skills, reasoning, decision making, and intelligence. The programs are always fun and entertaining. iN2L programming allows us to offer trivia for every subject possible, word games, Bingo, memory games, discussion starters, crossword puzzles, card games, etc. Our residents enjoy coming, socializing, and keeping their brains sharp. It’s been so rewarding to see the improvement and excitement on their faces when they answer trivia questions,

complete a word game, or win at Solitaire. Since iN2L offers monthly updates, there are always new games, categories, etc. that continue to bring our residents back and ensure that they never get bored.

Spiritual: We continue to use our iN2L systems for our live-stream Sunday non-denominational services as well as daily devotionals, mid-week sermons, special religious holidays (Easter, Hannukah, Ramadan, Christmas), weekly short sermons, gospel music, etc. Our pastor also uses iN2L for his weekly sermon and music during the sermon. Our programs bring our residents together for prayers and worship services.

Physical: Our residents enjoy a variety of exercise programs. We offer weekly chair exercise, chair yoga and chair tai chi programs. Our residents enjoy exercising together and always stay after exercise for our cognitive fitness program. This is a win, win combination. They stay physically and mentally fit one after the other. Exercise improves cognitive health, builds stamina, keeps them physically fit, helps them sleep better and helps with depression. We encourage residents to do the movements they are comfortable with and some of them also add their own movements. They encourage their peers to join in. The programs are both fun and easy and the residents enjoy the music that accompanies the program.

Emotional: Our social, physical, spiritual, and cognitive programs continue to enhance the lives of our residents. Our staff can use our iN2L systems to help our residents stay active, socialize, learn something new, visit places all over the world, have fun, pray, laugh, and challenge each other during games, exercise, and trivia, etc. Our programs have helped our residents adjust to leaving their homes and transitioning to living in a communal facility by making friends and having fun daily. They are both happy and healthy.

Our resident participation continues to grow daily. Before the installation of our iN2L TV systems we probably had about 10-20 residents participating in group activities, now we see anywhere from 30-50 residents participating during any given day in our group activities. I was hoping for a 20% increase in participation, but we have achieved an almost 50% increase. We attribute this to the amazing variety of iN2L programs that we can offer our residents. There is something for everyone to enjoy.

We have only seen success with our iN2L systems. Our residents participate in activities, socializing with their peers, staying for additional activities and are happy, healthy, and mentally fit. Our staff love the systems because they allow us to offer quality programming and are easy to use. Our usage reports show that we are using our systems daily for all types of activities. The systems are user-friendly, so our residents can use them easily. iN2L allows us to offer so many fun, intellectual, physical, and entertaining programs. Our systems have made a difference in the everyday lives of our residents. We are very fortunate to have received this grant. Our administrator and upper management absolutely love this program and have committed to funding this program after the grant ended. We signed with Lifeloop

(they merged with iN2L) since they offer the same great programming as iN2L but also give us the ability to create our monthly calendar, take attendance at activities, create a person-centered calendar for every resident, create a report that show a resident's activity participation to be given to families during care plans, create quarterly and yearly assessments, transportation, and maintenance calendar. Lifeloop also integrates with PCC(Point-Care-Care) so any staff that has access to PCC can view the resident's person-centered calendar. Lifeloop will allow us to continue this great program that has made a huge difference in the variety and quality of programs we are able to offer to our residents. My goal was to create an activity program that enriches the daily lives of our residents. iN2L has helped us to accomplish this. We are so thankful to have had this opportunity.

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Question #	Baseline	Year 1	Year 2	Year 3	Project's Average
1	2	2	3	3	2.50
2	3	3	3	3	3.00
3	3	3	3	2	2.75
4	2	2	2	3	2.25
5	3	3	3	3	3.00
6	3	3	3	3	3.00
7	3	3	2	2	2.50
8	2	3	3	3	2.75
9	3	3	3	3	3.00
10	4	3	2	2	2.75
11	4	2	2	2	2.50
12	2	3	3	3	2.75
13	2	3	2	2	2.25
14	4	2	2	3	2.75
15	5	3	3	3	3.50
Average	3.00	2.73	2.60	2.67	2.75

Baseline 03/01/21-05/31/21

Year 1 06/01/21-02/28/22

Year 2 03/01/22-02/28/23

Year 3 03/01/23-02/28/24

The iN2L QOL Survey follows a five-point rating scale format ranging from a negative to positive response:

Questions 1-7: 1 - Rarely, 2- Sometimes, 3 - Most of the Time and 4- All of the Time

The response numbers for each question are added and the total produces the SUM: Higher SUM number = more positive responses

Questions 8-15: 1- Most of the time, 2 - Sometimes, 3-Rarely and 4-Never

Please see attached list of questions in survey

The average number of residents surveyed was 25.

Quality of Life & Social Connection Questions

1. How much of the time during the past two weeks have you felt full of pep?
2. How often have you been able to find joy in life over the past two weeks?
3. How much of the time during the past two weeks have you felt calm?
4. How much of the time during the past two weeks have you had lots of energy?
5. How much of the time during the past two weeks have you been happy?
6. How often have you felt peaceful over the past two weeks?
7. How much time have you felt rested and relaxed over the past two weeks?
8. During the past two weeks, how much of the time has your physical, health or emotional problems interfered with your social activities (like visiting friends, relatives, etc..)?
9. How often have you had little interest or pleasure in doing things over the past two weeks?
How often have had you trouble falling asleep or staying asleep over the past two weeks?
10. How often have you had trouble concentrating over the past two weeks?
11. How much of the time during the pat two weeks have you felt so down in the dumps that nothing could cheer you up?
12. How often have you felt fidgety or restless over the past two weeks?
13. How much of the time during the past two weeks have you felt tired?
14. How often have you felt sad over the past two weeks?

The Commons Grant #GFA076 iN2L Usage

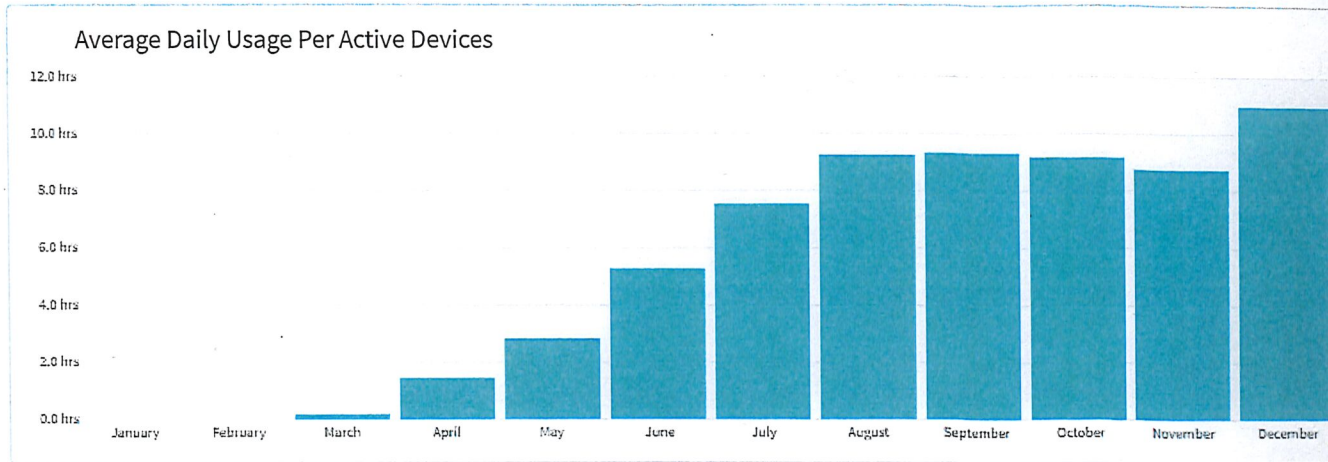
Average Daily Usage per month (hours)

	Year 1: 03/01/21- 02/28/22	Year 2: 03/01/22- 02/28/23	Year 3: 03/01/23- 02/28/24
The Commons			
March	0.0	10.0	8.0
April	1.5	13.0	9.5
May	3.5	10.0	8.0
June	5.5	9.5	12.5
July	7.5	7.5	9.0
August	9.0	8.0	12.5
September	9.0	7.5	12.5
October	9.0	9.0	13.0
November	8.0	14.0	12.5
December	10.0	11.0	13.0
January	11.0	12.5	12.5
February	10.0	9.5	14.0
Average	7.00	10.13	11.42

Community Dashboard

Orlando Lutheran Towers: Orlando Lutheran Towers

Community Usage: 2021



Residents

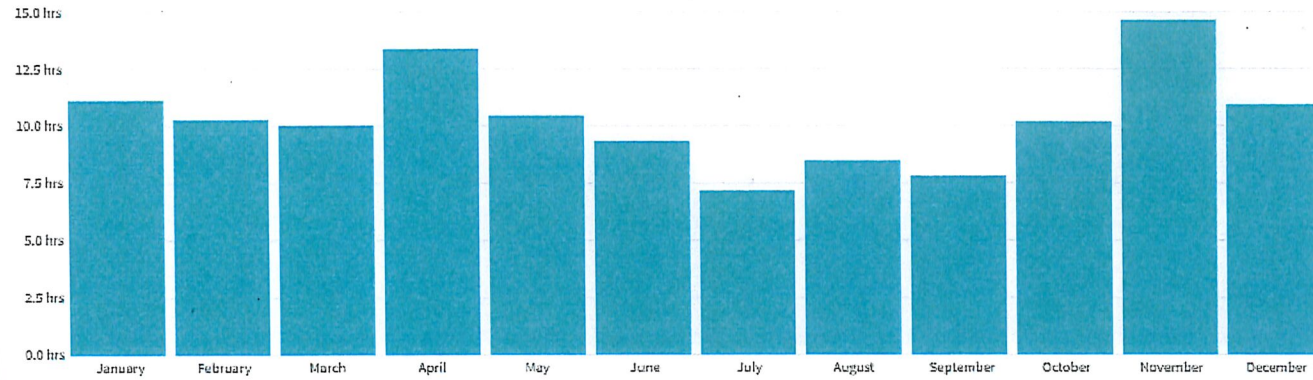
Resident Name	Average Daily Usage (hrs) ▼	Current Status	Room N
Guest	27.02		
	0.00	active	270A
	0.00	active	
	0.00	active	460A
	0.00	active	154A

Community Dashboard

Orlando Lutheran Towers: Orlando Lutheran Towers

Community Usage: 2022

Average Daily Usage Per Active Devices



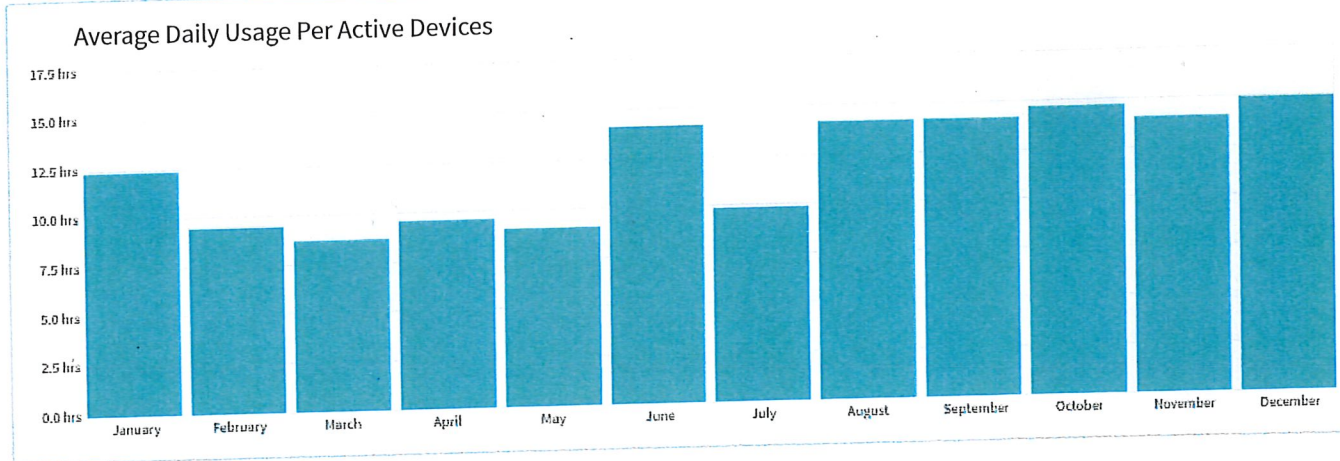
Residents

Resident Name	Average Daily Usage (hrs) ▼	Current Status	Room
Guest	43.55		
	0.00	active	270A
	0.00	active	
	0.00	active	460A
	0.00	active	154A

Community Dashboard

Orlando Lutheran Towers: Orlando Lutheran Towers

Community Usage: 2023



Residents

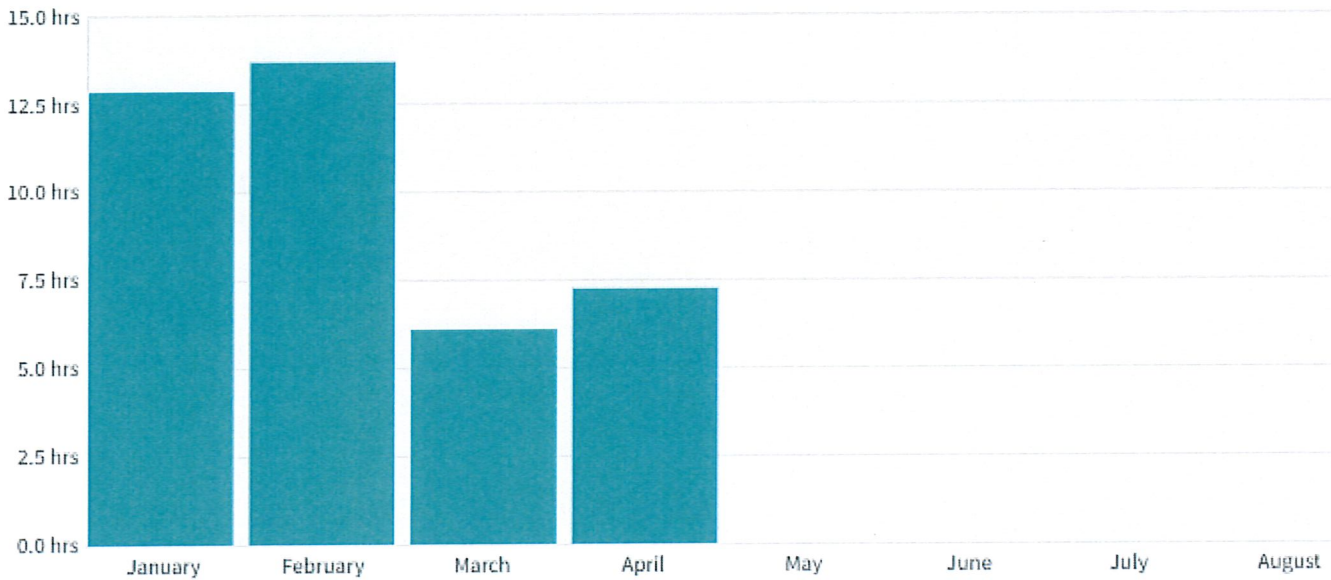
Resident Name	Average Daily Usage (hrs) ▼	Current Status
Guest	55.23	
	0.00	active
	0.00	active
	0.00	active
	0.00	active

Community Dashboard

Orlando Lutheran Towers: Orlando Lutheran Towers

Community Usage: 2024

Average Daily Usage Per Active Devices



Residents

Resident Name	Average Daily Usage (hrs)	Current Status	Room Number
Guest	72.96		
	0.00	active	362A
	0.00	active	270A

The Commons Grant #GFA076 Quarterly 12/01/23 - 02/28/24

Resident Participation Before and After iN2L Installation- Please note we were not doing group activities during January & February 2021 due to COVID. Please note these totals are only current residents and residents that actually did the activity. This does not include residents who chose to do individual activities on their own.

3/1/21-3/31/21 - Average Daily Census 132 Residents

Task	Group	Individual	Total
Intellectual	11	15	26
Social	20	16	36
Physical	16	15	31

04/01/21-04/30/21- Average Daily Census 136 Residents

Task	Group	Individual	Total
Intellectual	17	19	36
Social	19	17	36
Physical	15	17	32

05/01/21-05/31/21-Average Daily Census 133 Residents

Task	Group	Individual	Total
Intellectual	14	26	40
Social	14	22	36
Physical	18	16	34

12/01/23-12/31/23 Average Daily Census : 146 Residents

Task	Group	Individual	Total
Intellectual	52	36	88
Social	58	36	94
Physical	47	38	85

01/01/24- 01/31/24 Average Daily Census 147 Residents

Task	Group	Individual	Total
Intellectual	50	36	86
Social	56	35	91
Physical	43	43	84

02/01/24-02/28/24 Average Daily Census 143 Residents

Task	Group	Individual	Total
Intellectual	51	35	86
Social	56	36	92
Physical	47	41	88

Qtr (12/23-2/24) Totals

Task	Group	Individual	Total
Intellectual	153	107	260
Social	170	107	277
Physical	137	122	259
	460	336	796

Baseline Qtr (3/21-5/21) Totals

Task	Group	Individual	Total
Intellectual	42	60	102
Social	53	55	108
Physcial	49	48	97
	144	163	307

% Change	Group	Individual	Overall
	219%	106%	159%