



970 Sumner Parkway • Copley, OH 44321

September 30, 2021

Amy Hogan

Nursing Home Policy Manager

The Ohio Department of Medicaid Assistance

50 W Town St #400

Columbus, OH 43215

Dear Amy Hogan,

Grant ID: # G-1819-04-0401

The "Put Our Faith in Caring It's Never 2 Late" project has been a wonderful journey for our residents, staff, volunteers etc. There were many attributes throughout the process that were successful. Our staff training through our Onboarding Process, our volunteers who came in to learn and work with the machines, our positive outcomes and success stories working with our residents, figuring out the best way to document and keep research current, providing outreach to the community, and the relationship we nurtured and will continue to maintain with the "It's never 2 Late" Organization.

Our Results Measurement over our three-year grant process was to increase positive emotions by 25% facility wide, create at least 25 digital life stories, and create at least 30 personalized resident pages. All of these goals were met. Our 25% increase in positivity facility wide was formulated by a survey process asking residents questions ranging from "how are you feeling today?" To: "are you feeling sad?" 1 being "never" the lowest, and 5 being "always" the highest. These surveys were taken within a two-week reporting period. Surveys were done at baseline, 1 year, 2, years and 3 years. A 15-question survey provided by the IN2L company that is research based to prove quality of life in the residents at the community. With this survey, it proved that with the usage of the IN2L technology that the quality of life in the residents did increase. You can see that from the baseline survey to after 1 year survey results. The data is skewed due to the pandemic that was unforeseeable. But our numbers stayed above the baseline proving that it did increase.

Our next goal was to create 25 Digital Life Stories which if you see on the graph, we started in October 2018 with 2 Life stories and we averaged adding two digital Life Stories per month until we reached our goal in October 2019 of reaching 25 Life Stories.

Our last goal of the Results Measurement that was met was creating 30 Personalized Resident Pages. We started in October of 2018 with 27 Personalized Resident Pages and met our goal by December 2018 creating 30 Personalized Resident Pages. Then throughout the grant we added and subtracted depending on our census. You can see that in the charts provided.

VISION STATEMENT

Serving the Triune God by providing for the needs of His people.

MISSION STATEMENT

To serve our aging community with the highest quality of services through a continuum of caregiving options provided in a Christian environment, and to serve those with limited funds to the best of our ability.



At the beginning of the grant process, we received all the equipment/machines and began our training. This included Erin Rorar, our Grant Facilitator as well as other staff members in our Activity Department. This way we could utilize our man power to educate the rest of the building. We provided in services for volunteers, management, our therapy department, STNA's, nursing etc. Our Speech Therapists have been using and continue to use the IN2L machines in their treatment sessions. For instance, one non-verbal resident had IN2L integrated into her speech therapy session and now has become more verbal. Ms. Rorar and the Speech Therapist work together to encourage the resident to use the IN2L machines daily to promote reminisce about her life and improve her verbal communication skills. The therapy department as a whole use the IN2L machines for hand-eye coordination activities as well.

We also extended our education to our Independent Living Residents so they could volunteer their time working with our Skilled Nursing Residents. After education was provided for in-house staff, we expanded to our HR/Onboarding Process and were put on the weekly schedule to educate new employees. Not only did our education for our onboarding process continue to thrive. Our volunteers wanted to be a bigger part in enhancing our residents lives with the machine. So much, that two of our volunteers purchased adaptive equipment for us to use such as "The Car Simulator" which we knew would be an asset due to many of our residents stating that they missed driving their cars. A success story with the usage of the car simulator involves a resident that likes to roam the hallways and always asks staff to go outside and get his car. This resident was roaming and Ms. Rorar walked up to him and inquired if he wanted to go on a drive with her. He looked at her with the biggest grin and said, "Honey I want to take you on a date to Alaska." With assistance, this resident was able to drive the stimulator for 45 minutes and he appeared to be joyful. Ms. Rorar has gone on a total of five "dates" with this resident.

One of the larger areas we pride ourselves with is the positive outcomes and success stories that were experienced during the grant. Some of these examples are: Ms. Rorar began to work with a resident who was born in the Caribbean she talked about her home on a daily basis and how she missed eating plantains and being with family. Ms. Rorar would work with this resident almost daily during the evening hours when the resident would have increased behaviors. They would go on google maps and look at the islands where the resident was from. They also would set up Skype calls with her elderly son who lived out of state. In an effort to make this resident feel more at home staff purchased plantains and used the IN2L machines to show videos from the Caribbean as well as music and information slides on the culture. This resident was loving every minute and truly touched that we wanted her to feel at home after so many years of living here.

VISION STATEMENT

Serving the Triune God by providing for the needs of His people.

MISSION STATEMENT

To serve our aging community with the highest quality of services through a continuum of caregiving options provided in a Christian environment, and to serve those with limited funds to the best of our ability.



Another example is one of our male residents who enjoyed old western TV show would bring himself to the front lobby and cue the staff to put on his shows. This is a resident who normally would not participate or leave his room much. The IN2L machine gave him purpose. He could access shows from his TV in his room but it just wasn't the same.

Another case is one of our female residents who is nonverbal. Ms. Rorar began to work with the resident one on one. This resident never had children but from gathering information Ms. Rorar found out that she enjoyed her nieces and nephews. One day Ms. Rorar was working with the resident and they found laughing baby videos. The resident began to start talking to the babies on the screen and laughing. From that point to now this resident continues to watch those videos and has the same reaction every time. The resident is engaged and stimulated, one of our residents who suffers from Multiple Sclerosis and is significantly younger than our average demographic stresses about not having the same brain function that she once had. She rarely leaves her room. Ms. Rorar has been working with her by utilizing the "Happy Neuron" application. This application helps this resident stimulate different parts of her brain. This resident request that Ms. Rorar to spend time with her while utilizing the IN2L machines.

Due to having so many success stories, we had to figure out a way to document this research in an organized manor. We kept it very basic. We designated a binder where we would write down the same information for each resident. We marked down date/time, residents' name/room number we wrote down what we did with them and how they reacted. We also wrote down the time we spent with them. This gave us a nice outline to keep up with, so we could start off where we had left off the day before. This was something Ms. Rorar would keep up with as well as keeping up to date with the "my page" icons, surveys and "My Stories".

Along with documentation an important part of our success story is community outreach. In March 2019 we had an opportunity to spotlight the IN2L machines with one of our Medical Doctors and her students. The medical students from Northeast Ohio Medical visited Our Concordia at Sumner Campus and Ms. Rorar provided education to the students about the IN2I program and how it is utilized with our residents. Volunteer opportunities with the usage of the IN2L program were highlighted. These students expressed that they thought it was innovative and a great way to connect with residents with Alzheimer's and Dementia. As well as Medical Students we also provided information about the IN2L program to local high schools in the area. In November 2019 One of the Local High schools Kenmore Garfield, brought their students to our campus to learn about job opportunities offered. They got to experience the car simulator and other programs that the IN2L machines have to offer. Many of the students commented on how they thought it was nice that we had such great opportunities for our residents to engage with technology.

VISION STATEMENT

Serving the Triune God by providing for the needs of His people.

MISSION STATEMENT

To serve our aging community with the highest quality of services through a continuum of caregiving options provided in a Christian environment, and to serve those with limited funds to the best of our ability.



Our last example of how successful the IN2L program was at our community was the relationship we have built with the "It's Never 2 Late" Organization. In September 2019 the IN2L Company had a 20th anniversary celebration as well as the Co-Founder's Jack York's 60th birthday. For this celebration, Jack thought it would be fun to take a road trip across the country to communities that have gone above and beyond with his program and have made an impact at their community. We received a phone call at the beginning of July 2019 asking us if we would be willing to host for Jack to come to our community and we were ecstatic! Concordia was one of the 300 communities selected in the United States and Canada out of 3000 communities that host the IN2L program. When he visited we had a resident "race", that included Jack, occurred utilizing the car simulators; our resident was the winner. Jack surprised him with a custom NASCAR jacket! After that, two of our residents along with Ms. Rorar drove with Jack and Leslie around Copley and created a segment for his "Cruising & Crooning" segment. After all of the festivities of the day, Ms. Rorar and Jack visited a resident that has been using the IN2L machines but, unfortunately couldn't come to the event due to an illness. Jack was eager to meet with this resident and spent 20 minutes with her. She is our youngest resident and suffers from Multiple Sclerosis this resident was grateful that he took time with her. A week later Jack called Ms. Rorar and asked her if he could have a SKYPE call with the resident that he met. They SKYPED at the end of September 2019 and they have continued to SKYPE with each other until this day. She looks forward to his calls and they have established a wonderful relationship.

Some of the barriers we ran into with the grant was when the Corona Virus pandemic started in March 2020. We could have never anticipated what would lie ahead. Before March 2020, we were utilizing the IN2L machines in the common areas, encouraging residents, staff and volunteers to use them as much as possible and hosting parties, and events to market and teach families etc. about the IN2L machines. Due to infection control we had to lock the machines up and really only use them on a one-to-one basis. We had to put together a policy and procedure to ensure the machines were being cleaned after use and note being used in communal areas. There were also issues with staffing in our community. Many of the staff were either scared to come to work or getting sick and not able to come to work. Our man-power was down so it became much harder to use the machines. Due to the pandemic our numbers and averages were down tremendously and as creative as we tried to be there wasn't a lot we could do. We also had to halt all of our HR/Onboarding processes to limit the exposure of people in the building and going through building to building. Onboarding was done over the phone or virtually and with as minimal face-to-face contact as possible.

One of the areas that we could still utilize was the SKYPE feature on the IN2L Machines. Due to resident's families not being able to physically come into the building, we were able to connect with them through the SKYPE feature on the IN2L machines. This was used so much that the program started

VISION STATEMENT

Serving the Triune God by providing for the needs of His people.

MISSION STATEMENT

To serve our aging community with the highest quality of services through a continuum of caregiving options provided in a Christian environment, and to serve those with limited funds to the best of our ability.



to malfunction. Because we voiced that we needed this feature to be working and it was in such high demand, "IN2L" created their own video chat platform that we continue to use this day.

We continue to utilize the technology to the best of our ability during these odd times. With the Corona Virus Pandemic still going on we continue to get more creative how we use our machines and continue to make sure we are compliance with the restrictions and guidelines put into place for infection control. We continue to follow our infection control policy that we put in place. The select staff that has access to the one IN2L machine continues to utilize it with the residents on a one- to-one basis. Our diversity in applications while using the technology continues.

We keep in contact with the co-founder of the IN2L company, Jack York. We continue documentation of date, time, activity and reaction of the resident continues to occur. This practice allows staff to analyze, track and trend applications. When restrictions are lifted and we are able to use the machines how we were prior to the Corona Virus Pandemic we will use them in small groups, large groups, and one on ones and continue to work closely with restorative and therapy to ensure that our residents are utilizing the IN2L machines to the fullest! I have been accessing resources and guidance through our IN2L contact, Melonie Tindall, to determine progress with the grant goals.

Sincerely,

Amy Malone, ADC, CDP

VISION STATEMENT

Serving the Triune God by providing for the needs of His people.

MISSION STATEMENT

To serve our aging community with the highest quality of services through a continuum of caregiving options provided in a Christian environment, and to serve those with limited funds to the best of our ability.

Concordia at Sumner/My Pages and My Stories 2018

												18-Oct	18-Nov	18-Dec	
Concordia at Sumner	My Pages											27.00	28.00	30.00	
	My Stories											2.00	4.00	7.00	

*Above shows the tracking of the My Pages and My Stories on the mobile eclipse iN2L devices. First it will state the year and month and if you follow the chart you will see that it shows the progress of meeting the goal to have 25 My Stories and 30 My Pages for the SNF census. The changes in the numbers varies due to move ins, move outs, and deaths.

Concordia at Sumner/My Pages and My Stories 2019

		<u>19-Jan</u>	<u>19-Feb</u>	<u>19-Mar</u>	<u>19-Apr</u>	<u>19-May</u>	<u>19-Jun</u>	<u>19-Jul</u>	<u>19-Aug</u>	<u>19-Sep</u>	<u>19-Oct</u>	<u>19-Nov</u>	<u>19-Dec</u>	
Concordia at Sumner	My Pages	35.00	35.00	34.00	34.00	33.00	34.00	32.00	32.00	32.00	34.00	35.00	35.00	
	My Stories	10.00	12.00	13.00	14.00	16.00	18.00	20.00	23.00	24.00	25.00	25.00	25.00	

*Above shows the tracking of the My Pages and My Stories on the mobile eclipse iN2L devices. First it will state the year and month and if you follow the chart you will see that it shows the progress of meeting the goal to have 25 My Stories and 30 My Pages for the SNF census. The changes in the numbers varies due to move ins, move outs, and deaths.

Concordia at Sumner/My Pages and My Stories 2020

		20-Jan	20-Feb	20-Mar	20-Apr	20-May	20-Jun	20-Jul	20-Aug	20-Sep	20-Oct			
Concordia at Sumner	My Pages	35.00	35.00	35.00	32.00	33.00	30.00	32.00	33.00	33.00	33.00			
	My Stories	25.00	25.00	25.00	24.00	24.00	22.00	24.00	25.00	25.00	25.00			

*Above shows the tracking of the My Pages and My Stories on the mobile eclipse iN2L devices. First it will state the year and month and if you follow the chart you will see that it shows the progress of meeting the goal to have 25 My Stories and 30 My Pages for the SNF census. The changes in the numbers varies due to move ins, move outs, and deaths. By the end of 2020 the platform of iN2L changed and there is no more My Pages and My Stories.

Concordia At Sumner

Put Our Faith in Caring

Year 1

Names of iN2L Systems(3)	Q1			Q2			Q3			Q4		
	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
OH0126-TC-TS1	348.86	361.48	154.59	280.35	229.15	196.77	166.66	201.10	195.75	274.07	240.92	261.44
OH0126-THC-TS2	270.05	152.25	244.49	304.54	326.79	272.92	267.52	143.87	147.31	214.33	235.20	96.80
OH0126-THC-TS3	304.00	280.22	196.49	140.28	146.49	230.35	183.58	152.25	139.66	190.99	244.37	215.48
Total	922.91	793.95	595.57	725.17	702.43	700.04	451.10	497.22	482.72	679.39	720.49	573.72

Year 2

iNames of the iN2L Systems(3)	Q5			Q6			Q7			Q8		
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
OH0126-THC-TS1	267.11	212.30	228.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OH0126-THC-TS2	304.34	178.17	172.47	2.77	7.03	2.77	2.54	16.58	67.60	67.60	9.98	18.53
OH0126-THC-TS3	238.48	209.46	165.62	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	809.93	599.93	566.11	2.77	7.03	2.77	2.54	16.58	67.60	67.60	9.98	18.53

Year 3

Names of the iN2L Systems(3)	Q9			Q10		
	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
OH0126-THC-TS1	0.00	0.00	0.00	0.00	0.00	0.00
OH0126-THC-TS2	0.00	6.16	23.87	1.80	184.45	226.20
OH0126-THC-TS3	0.00	9.80	36.89	47.70	241.80	250.80
Total	0.00	15.96	60.76	49.50	426.25	477.00

The numbers listed on this table show the monthly usage for each iN2L system for the entire grant period. This is broken down by the quarter, month, and year. The last line where it states "total" is the total amount of usage of all 3 machines used. From the months of April 2020 to March 2021 we were very limited to what we were allowed to use due to COVID-19 and infection control.