Impacting Social Isolation, Loneliness, and Well-Being with iN2L Engagement Technology

iN2L and AAA: Real Results with Real Impact
About iN2L

Over 20 Years of Market Leadership in Engagement and Connection for Older Adults

1999
Inspired by the notion that older adults could benefit from technology, iN2L began with a donation of computers to an Assisted Living community.

17 years of enabling older adults in senior living communities to have meaningful experiences and connection with others through interactive content delivered on large touch screen systems.

1999

2017
iN2L launches the iN2L tablet, bringing engagement capabilities to seniors outside group environments.

2017

2020
Popularity of iN2L’s purpose-built tablet skyrockets as communities strive to keep residents safe and connected to families while engaging them 1:1.

2020

2021
Older adults living at home begin using the iN2L tablet to help decrease isolation and loneliness and stay engaged during the ongoing pandemic.

2021

iN2L expands home programs to serve older adults without technology access.
The Leader in Person-Centered Engagement Technology

I can use it with all my residents because of the wide variety of activities. There is something that interests everyone in our facility.

I can engage residents with iN2L that I have never engaged in any other activities offered!

I love the versatility and how interactive it is!

We no longer need hours to prep for groups. Content is all there, in one spot, and ready for use.

The ability to access multiple systems such as internet, games, in-service training all from one system—it is a lifesaver.

We use it all day, every day.

It is an indispensable resource!

Being able to use different programs with different populations—it’s an investment for the entire facility, not just one area.

There are so many activities on the system, it saves so much time because staff don’t have to spend so much time planning.

iN2L has truly enhanced our lives.

3,400+
Organizations

10,000+
Active Systems

5K+
Content Items

62%
Overall iN2L NPS
(Net Promoter Score)
A Digital Toolkit for Everyone

- Purpose-built, senior-friendly tablet
- Ready to use out of the box
- Pre-loaded with 1,200+ content items and activities specially created and curated for older adults
- New items added regularly by iN2L
- Social Connection and Engagement
  - Video chat via Zoom
  - Zoom Conferencing
  - Text Messaging

"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

"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."
- AAA Independent older adult

"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. She thrives with using the internet to watch News and read about current events."
- AAA case manager for independent older adult

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Impactful, Dynamic Content

• Content to support multiple individuals:
  • Independent adults
  • Caregivers
  • Persons living with dementia
• Learning, enjoyment, spirituality, and wellness
• Content for every level of cognitive ability

“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.”
- AAA Family Caregiver

“I think the tablet is very educating and you can learn a lot and it takes away a lot of isolation. You can learn a lot of things if you’re savvy on the tablet.”
- AAA 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 her to stay occupied hence less anxiety when she doesn’t understand what’s going on around her for that moment.”
- AAA Family caregiver
iN2L Tablets Have Achieved Great Results

33% felt less lonely at 12 months compared to before iN2L tablets† across Independent Adults and Caregivers of those living with dementia

54% had fewer feelings of depression at 12 months compared to before iN2L tablets^

46% had fewer feelings of anxiety at 12 months compared to before iN2L tablets#

55% of Alz. Associations participants noted increased access to key programs (e.g., education and support groups)

81 Net Promoter Score for iN2L’s tablets (compared to a 60 NPS for Apple iPad)

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† Based on 3-item UCLA Loneliness Scale; Hughes et al. (2004); Steptoe et al. (2013)
^ Based on 10-item Center for Epidemiologic Studies Depression Scale – Revised; for screening, not diagnosis
# Based on 7-item Generalized Anxiety Disorder scale; for screening, not diagnosis
iN2L at Area Agency on Aging of Broward County

Charlotte Mather-Taylor
Chief Executive Officer
Area Agency on Aging of Broward County
iN2L/Broward County FL AAA Program

Goal

Use iN2L purpose-built senior-friendly tablets to address issues related to loneliness, social isolation and engagement for:

1. Family caregivers of people with dementia
2. Independent older adults

Independent Older Adults
- Seniors living independently at home
- 52 participants
- Average age: 78
- Some mobile device experience

Family Caregivers
- Older adults living with dementia and their family caregivers
- 52 caregiver/senior dyads
- Average age: 58 (caregiver) and 80 (senior)
- Experience with mobile devices among caregivers and limited experience among seniors

Why participate?

Reduce feelings of isolation by staying connected with family and friends through the tablet’s connection features.

Enjoy special moments and stay engaged by learning new technology and enjoying the tablet’s interesting content/activities.

Renew connection to AAA care providers and program participants.
AAA Broward County iN2L Results

Independent older adults
Well-being boosted by iN2L tablet use
Percentage who Strongly Agreed or Agreed at 12 months

- Overall, I enjoy using the tablet: 100%
- The tablet helps me relax: 96%
- The tablet helps me pursue my interests and hobbies: 88%
- The tablet adds enjoyment to my day: 83%
- I have learned new things when using the tablet: 83%
- I am engaging in meaningful activities with the tablet: 79%
- I like to use the tablet if I am feeling sad: 67%

Family Caregivers and Persons living with dementia
Well-being positively impacted by iN2L tablets
Percentage who Strongly Agreed or Agreed at 12 months

- The tablet helps my family member relax: 83%
- Overall, my family member enjoys using the tablet: 78%
- My family member appears more engaged and alert when using the tablet: 78%
- The tablet adds enjoyment to my family member’s day: 74%
- The tablet has helped enrich interactions between my family member and me: 74%
- My family member is engaging in meaningful activities when using the tablet: 74%
Thank You!

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