

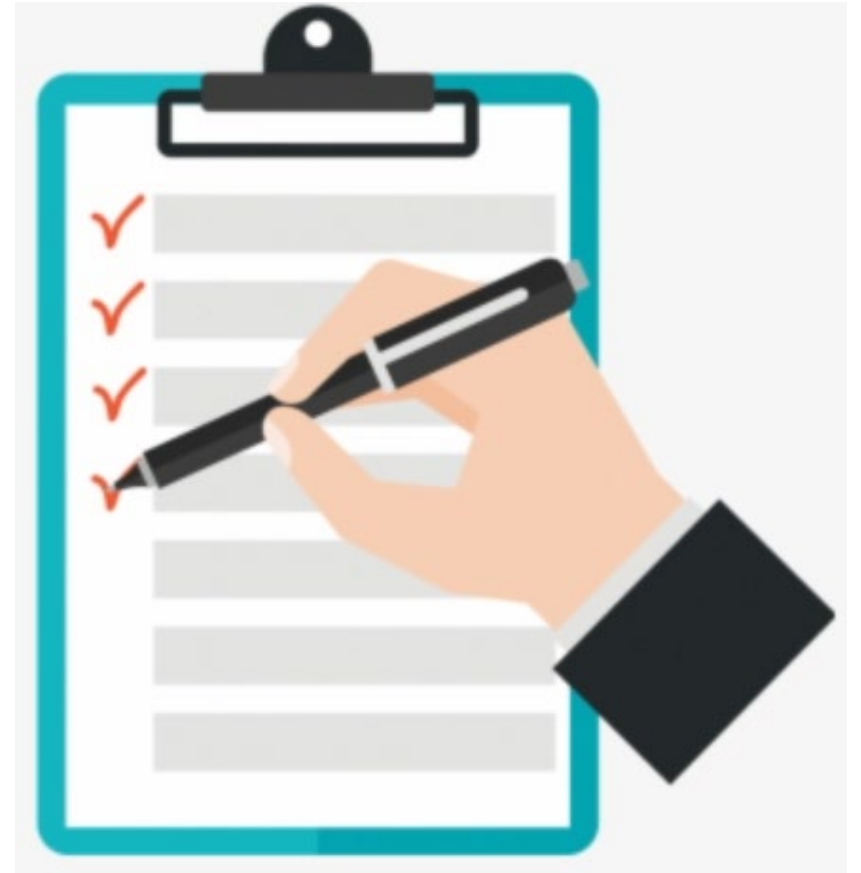


Department of  
**Health**

**CMP Special Topics Webinar**  
**iN2L: Person-Centered Engagement Technology**  
**April 8, 2021**  
**1:00 PM CT**

# Agenda

- It's Never Too Late
- Legacy Nursing and Rehabilitation
- King's Daughters and Sons Home
- Q & A



# CMP Reinvestment Program Projects

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iN2L Engagement Technology

**Jack York**  
President / Co-Founder

**Juliet Kerlin, MA**  
Director of Program & Research Partnerships

# About us

## Pioneer in content-driven engagement technology

- Company
  - ✓ Founded in 1999
  - ✓ 3500+ Senior Living communities
  - ✓ 50 states
- iN2L engagement technology
  - ✓ Unparalleled content library – 4,000+ items
  - ✓ Appropriate for all cognitive and physical levels
  - ✓ Touch screen systems in multiple sizes





# CMP Reinvestment Program Projects

## Introduction

- Since 2012
  - ✓ 400+ skilled nursing facilities (SNFs)
  - ✓ 21 states
- Goals
  - ✓ Reduce Social Isolation
  - ✓ Reduce Use of Antipsychotics
  - ✓ Enrich Restorative Care
  - ✓ Reduce Incidence of Falls
  - ✓ Improve Quality of Life
- Project Types
  - ✓ Single Site
  - ✓ iNSPIRE – Applicant is a LeadingAge Association
  - ✓ iNSIGHT – Applicant is iN2L



# CMP Reinvestment Program Projects

## Deliverables

- ✓ iN2L Systems
  - System mix tailored to each community
    - Capacity
    - Building Layout
  
- ✓ Subscription
  - Content updated on a monthly basis
    - Licensing fees, content partners
  - Resident Profiles for person-centered experience
  - Unlimited technical support
  
- ✓ Engagement Technology Competency Building
  - Customer Success Manager
  - Project sustainability
  
- ✓ Interprofessional Project Implementation
  - 4.5-hour onsite training



# CMP Reinvestment Program Projects

## Deliverables

### ✓ Compliance

- Tag F558 – Accommodations of Needs/Preferences
- Tag F576 – Right to Forms of Communication with Privacy
- Tag F675 – Quality of Life
- Tag F679 – Activities Meet Interest/Needs of Each Resident
- Tag F684 – Quality of Care
- Tag F688 – Mobility
- Tag F744 – Treatment/Services for Dementia
- Tag F758 – Free from Unnecessary Psychotropic Meds
- Tag F825 – Specialized Rehabilitative Services
- Tag F947 – Required In-Service Training for Nurse Aides



*“The State surveyors came through and they were super impressed. They had never seen anything like iN2L before, so we gave them a demo. We had a perfect score in more than one category thanks to iN2L.”*

*~ MRC – Texas CMP Grant Recipient*



# CMP Reinvestment Program Projects




## Support & Expectations

- ✓ Evaluation Reports
  - Surveys
  - Resident Profiles
  - Usage Tracking
  - Success Stories
  
- ✓ iNSPIRE and iNSIGHT Projects
  - Project Agreement
    - Submitted with application
    - Demonstrate buy-in
    - Identify Project Leader

### Clay County, Nc

The implementation within our facility located in the mountains. Amongst the residents who have experienced, one that stands out from the rest.

Bill, a Veteran who served in the Air Force for 22 years, was admitted to the Center in August 2011 due to his diagnosis of dementia. He has partaken in many of the programs we have enjoyed, that is, until he was awarded a CMP Grant from the State of North Carolina and the iN2L team. Bill is a 4 for our “Resident Achievement Creative Healer” project. When we started the project in February, we had the idea of the magnitude of the impact it would have on our residents. It would take long to realize the engagement technology



### FACILITY AGREEMENT New Jersey iNSIGHT Project

Certified Nursing Facility Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

CMS Certification Number, if applicable: \_\_\_\_\_

Date of Last Recertification Survey: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Highest Scope and Severity Determination: (A – L) \_\_\_\_\_

Date of Last Complaint Survey: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Highest Scope and Severity Determination: (A – L) \_\_\_\_\_

Administrator's Name: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Project Leader's Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

By participating in the iN2L New Jersey iNSIGHT Project, your nursing facility agrees to:

- Ensure that members of the Leadership, Nursing, Activities/Life Enrichment, Social Services, and Rehab teams participate in the iN2L Project Implementation/Launch, which includes system installation, project rollout, and a 4.5-hour onsite training.
- Provide staff and new hires time to participate in trainings to get better acquainted with the iN2L engagement technology.
- Promote the project among all the community's stakeholders.
- Create individual Resident Profiles.
- Identify Project Leaders who will assist with the project's evaluation—including gathering data and providing anecdotal evidence of the project's achievements.
- Take infection control measures to ensure that the systems remain free of contagious agents by assigning staff to clean and disinfect the systems after each use.

Administrator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director of Nursing's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Activity Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return to [jklerlin@iN2L.com](mailto:jklerlin@iN2L.com)

ing, even fly a plane.

we decided to try to engage him. To our surprise, Bill was able to fly the Flight Simulator application. He said to be "in the air again" was a huge accomplishment. His wife assisted in choosing a flight simulator that was to the kind he flew in the air. We were able to see a great improvement in Bill's quality of life and he experienced less agitation in his interactions with our staff.

his diagnosis may have set him back, but thanks to iN2L and our staff Bill was able to fly a plane and reclaim his deepest set of patriotism and above all else - Bill is no longer with us, his memory will stay in our hearts as we continue to tell his stories in the making every

- Brittany Anderson

# Flexibility for Project Sustainability



# Person-Centered Experiences

The screenshot displays the iN2L mobile application interface. At the top left is the iN2L logo. To its right is a 'Back' button with a left-pointing arrow. Further right is a search bar with a magnifying glass icon and the text 'Search for a word or phrase...'. On the top right, there is a Wi-Fi signal icon, the date and time '9/22/2020 9:13 AM', the location 'Kerlin', and an 'EXIT' button.

The main content area features a vertical sidebar on the left with the following icons and labels from top to bottom: a house icon for 'Home', a running person icon for 'Quick Start', a lightbulb icon for 'Idea Board', and a person icon for 'Residents'. Below these is a volume control section with minus, volume bars, and plus icons, labeled 'Volume'.

The main grid contains twelve activity categories, each with a representative image and a label below it:

- Listen**: Image of a vinyl record and a CD/DVD collection.
- Watch**: Image of a film reel.
- Relax**: Image of bamboo stalks and a white flower.
- Play**: Image of colorful dice and game pieces.
- Travel**: Image of a passport and a map.
- Reminisce**: Image of hands holding old photographs.
- Learn**: Image of books, a pencil holder, and an apple.
- Worship**: Image of five white stones with the words FAITH, TRUST, BELIEVE, LOVE, and HOPE.
- Exercise**: Image of people participating in a group exercise class.
- Therapy**: Image of a person using a stationary bike while being assisted by a caregiver.
- For Staff**: Image of two healthcare workers in white scrubs.
- COVID-19 Ideas**: Image of a healthcare worker in a white coat and gloves reviewing a clipboard.



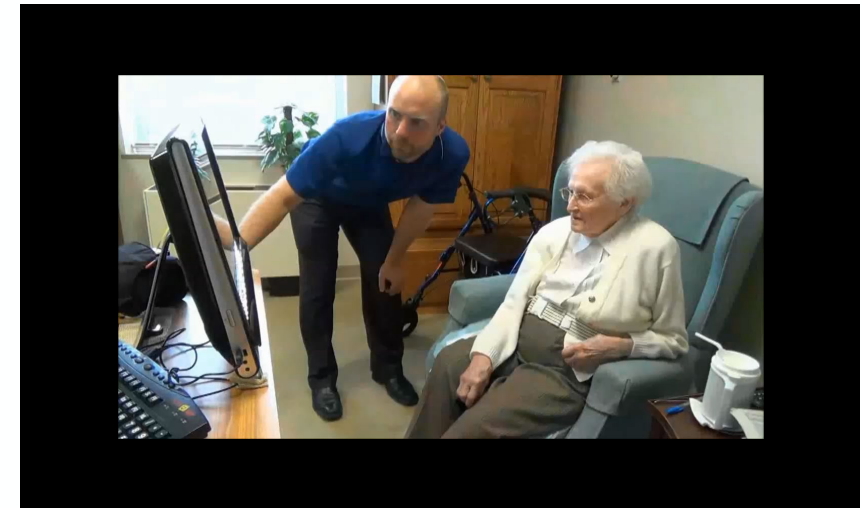
# Motivation Through Enhanced Interactions



Dorothy



Conventional model



Engagement model

iNO2L™

spark • engage • shine



# iN2L and Skilled Nursing Care

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Technology: a "nice thing to have" or a "must-have"

# Grant Process

- State Department Announcement
- iN2L Outreach and Quotes
- Document Preparation
- Grant Submission
- Grant Implementation
- Guidance from LDH and iN2L

**TO:** All Medicaid/ Medicare Certified Nursing Facilities  
Corporate Offices of Medicaid/ Medicare Certified Nursing Facilities

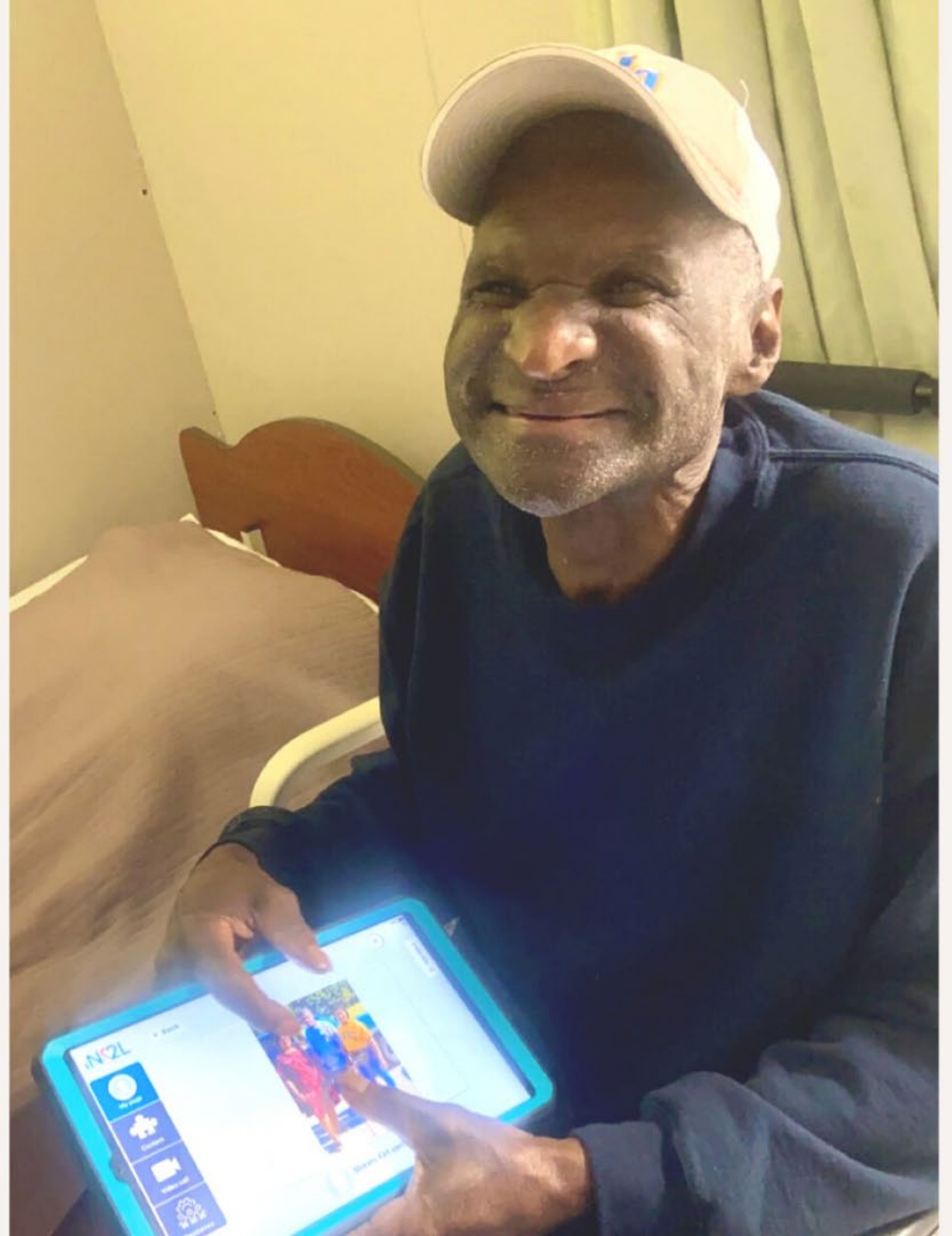
**FROM:** Cecile Castello, Deputy Assistant Secretary, Health Standards Section

**SUBJECT:** CMP Funds for Adaptive Communication Technology

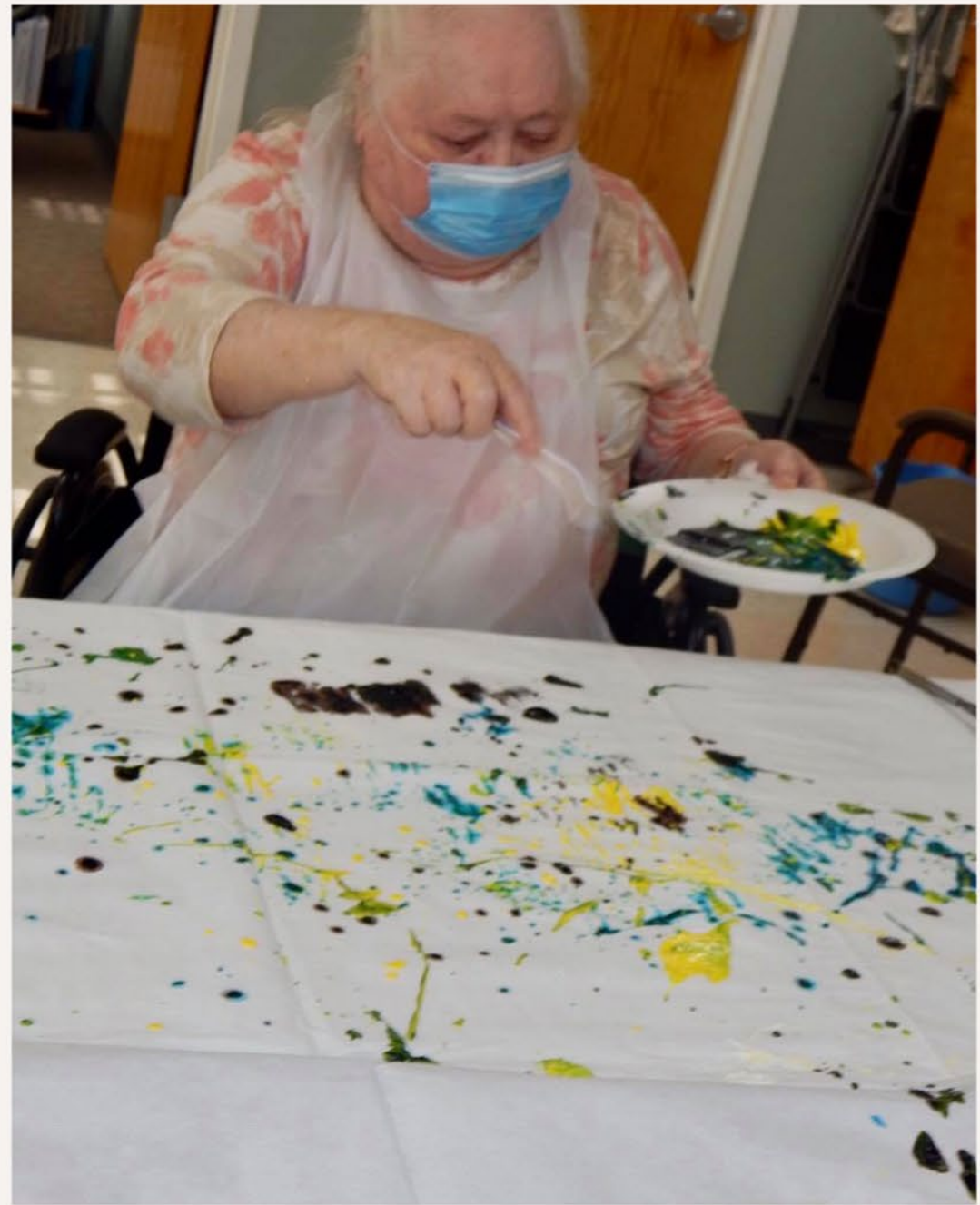
**DATE:** May 12, 2020

Recognizing that visitor restrictions may be difficult for residents and families, CMS has developed an application template for requests for the use of Civil Money Penalty (CMP) funds to provide residents with adaptive communicative technologies. Applications can be made for up to \$3000 per facility for the purchase of communicative technology devices and certain accessories. Exceptions to the \$3000 limit may be considered on a case-by-case basis. Qualifying purchases made after March 11, 2020 are also eligible for consideration, but will require supporting documentation.

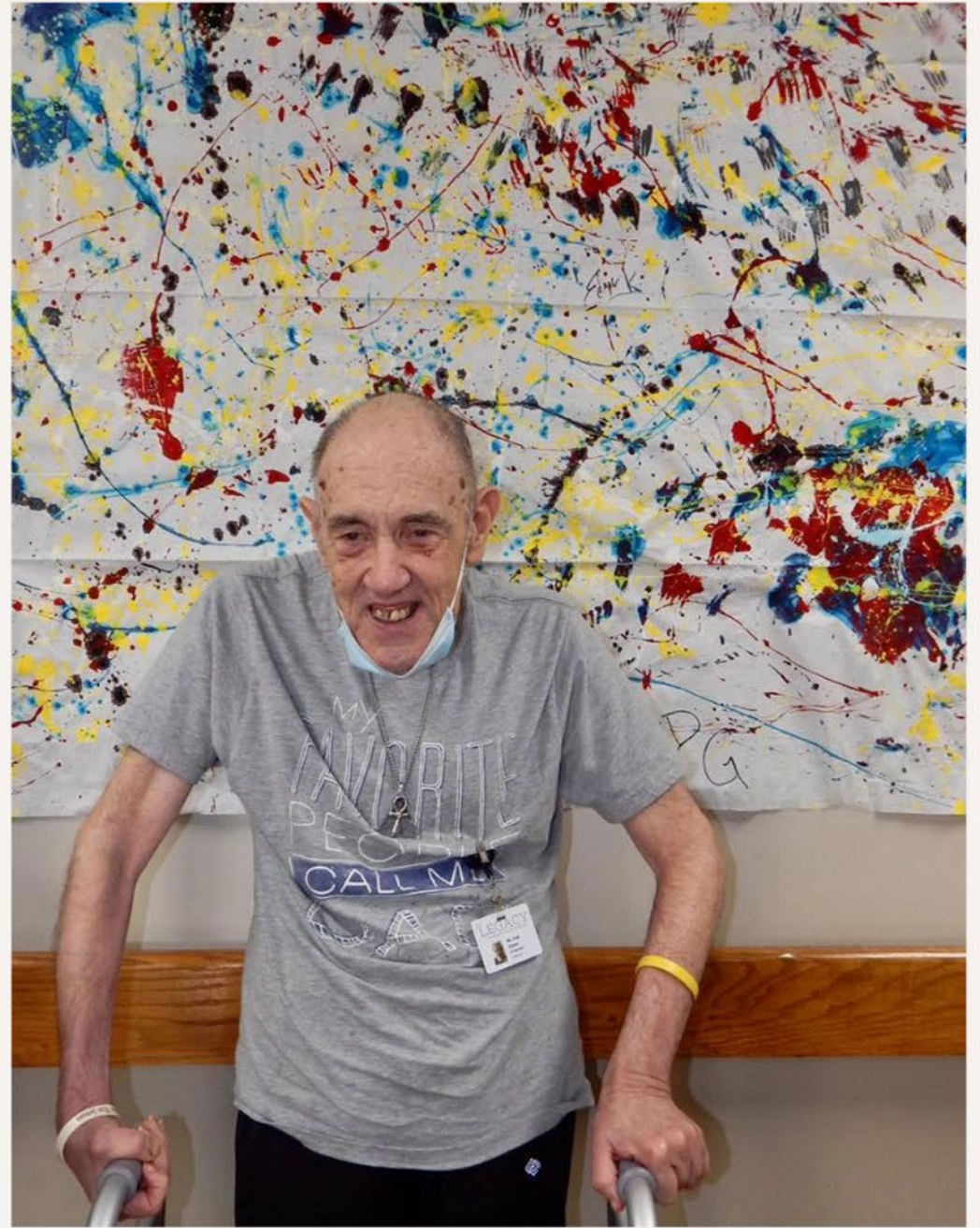












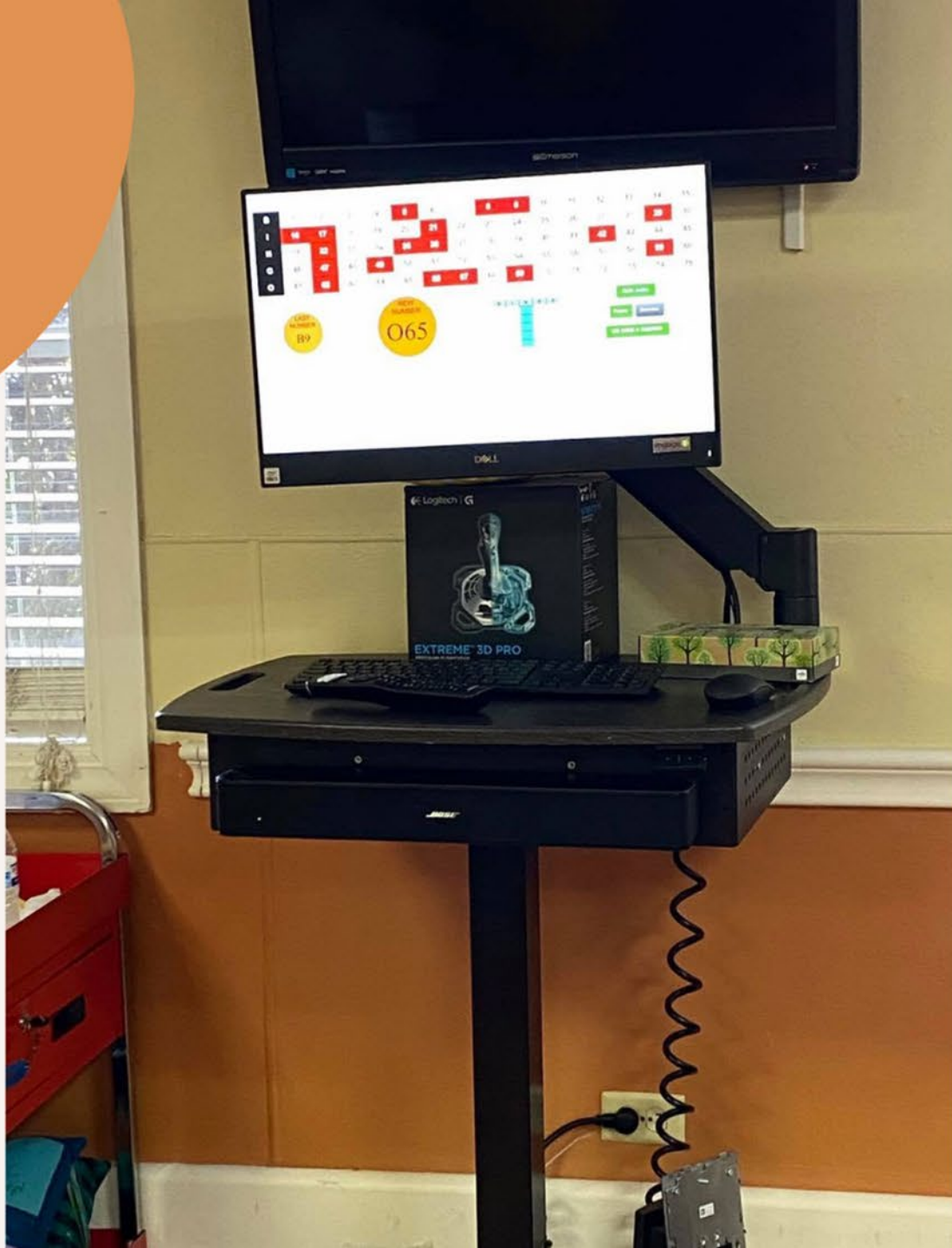




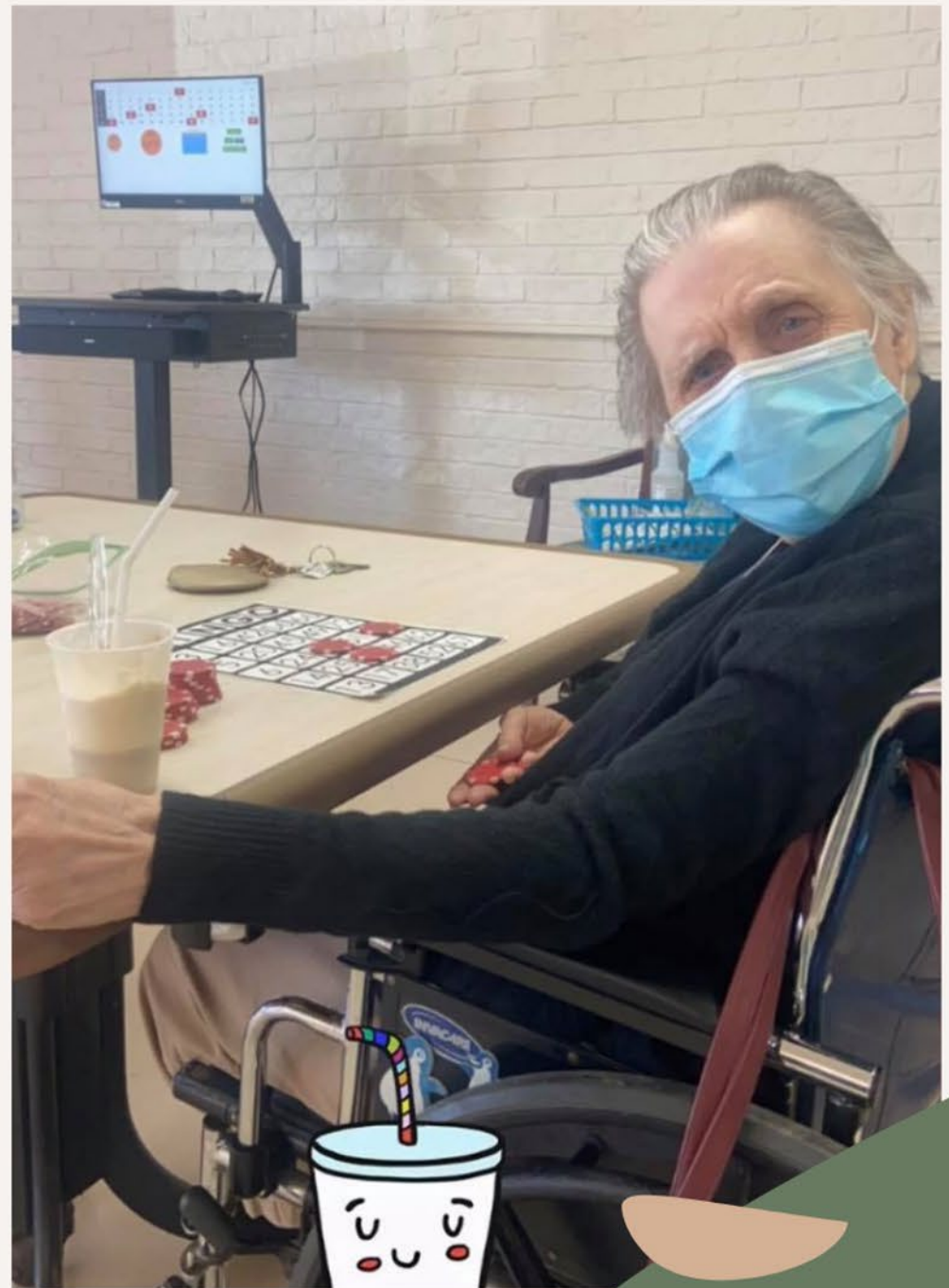


























**Karen M. Tabiolo**

Corporate Activity Team Leader

**Kim Jones**

Director of Quality and Compliance



## **The King's Daughters and Sons Home**

### **Who We Are...**

The King's Daughters and Sons Home is a 108 bed, nonprofit skilled nursing facility in Bartlett, TN. We offer both long-term skilled nursing and short-term rehabilitation care.

# Project Overview

- ▶ Funded through the State of TN Nursing Home CMP Reinvestment Program
- ▶ Began October 2019
- ▶ Project Period 36 Months
- ▶ Three Mobil Flex Systems



# Goals

1

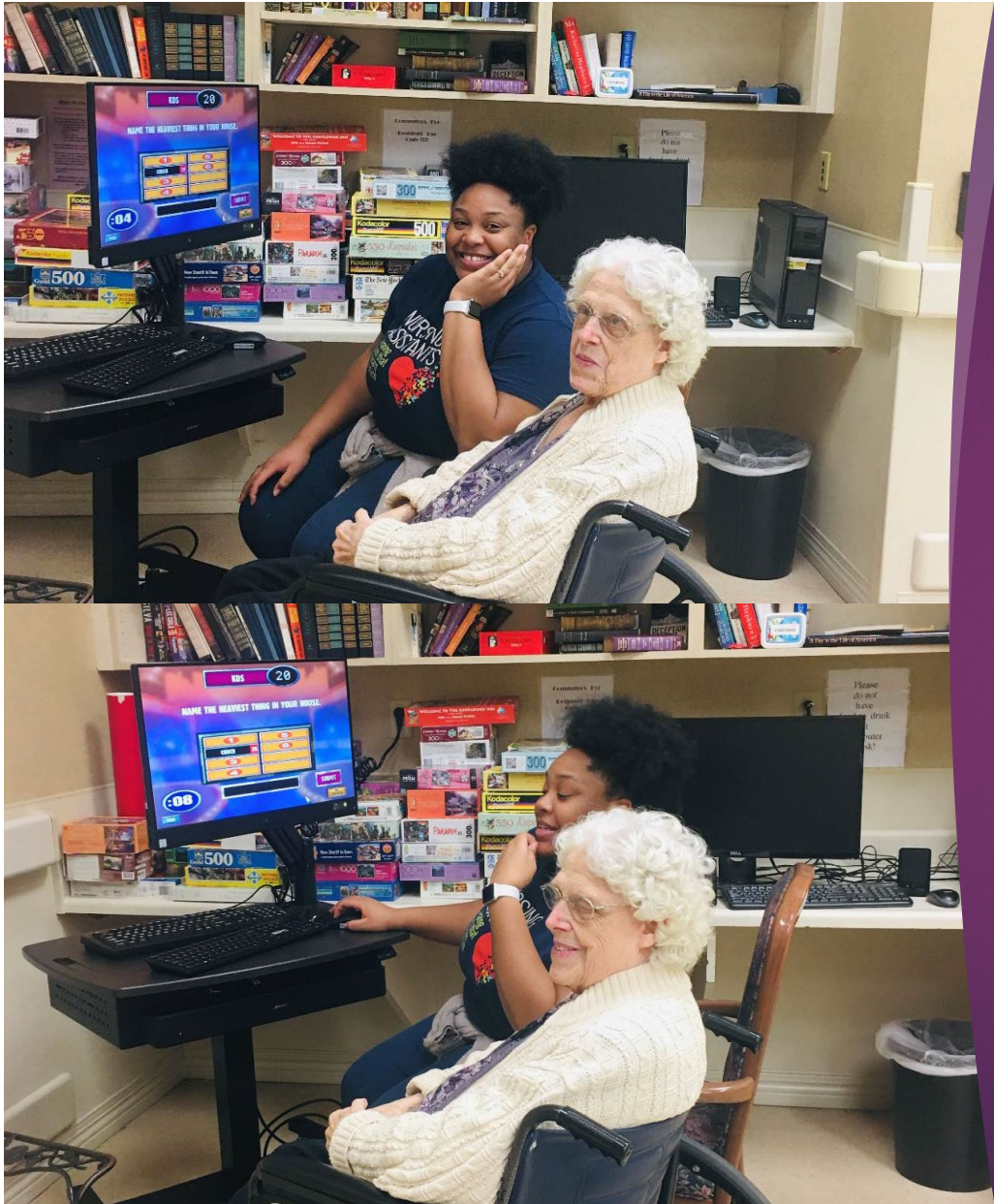
Improve or maintain residents' activities of daily living

2

Increase the number of residents in our restorative program

3

Combat negative outcomes such as rehospitalization and increased use of antipsychotic drugs



# Positive Redirection

REDUCE ANXIETY, AGITATION



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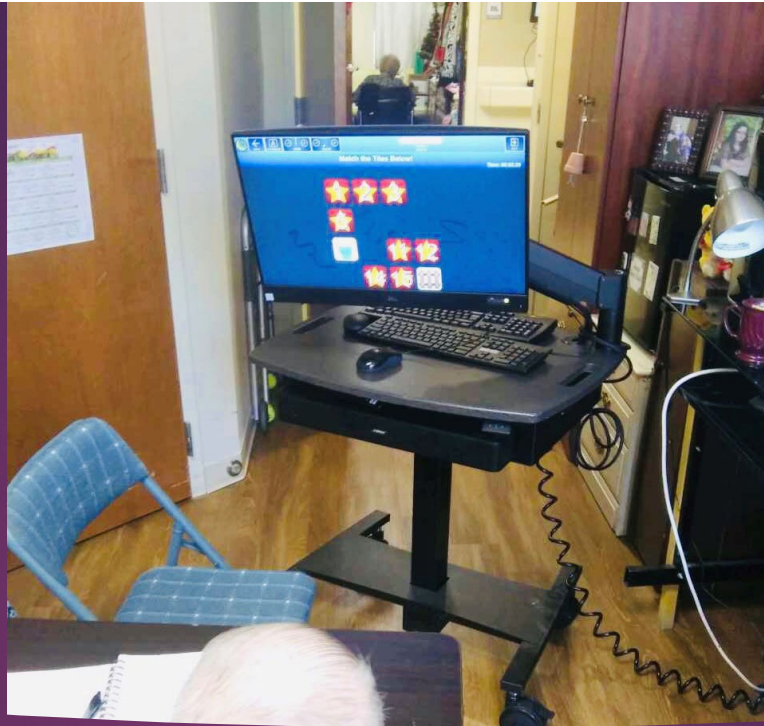
**INCREASE ACTIVITIES  
OPPORTUNITIES**

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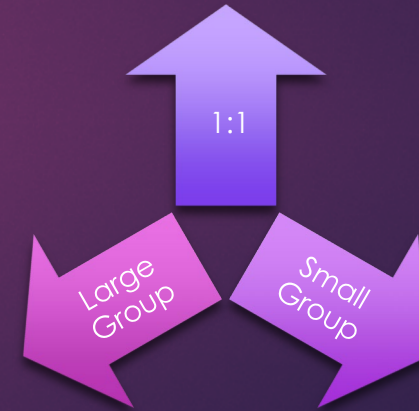
**INCREASE  
ENGAGEMENT**

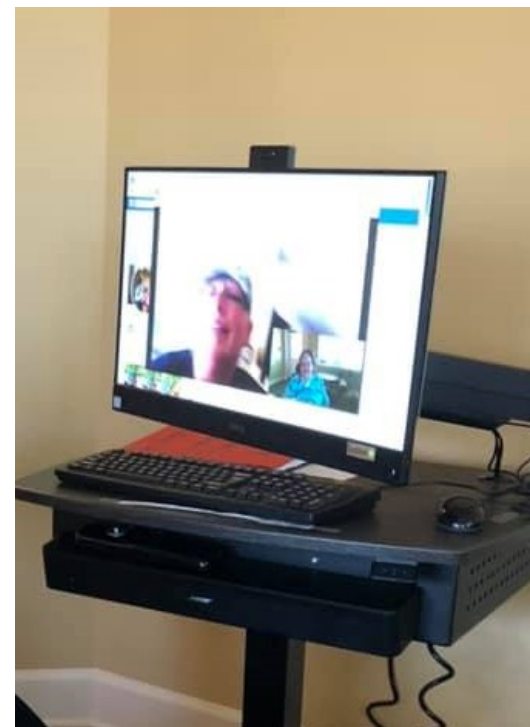






# ACTIVITIES





**Reduce Social Isolation**



# Evaluation of our Program

**Usage Reports**

**Internal Tracking Forms**

**Quarterly Rehospitalization Rates**

**Quarterly Antipsychotic Drug Usage Rates**

## **Success/Feedback**

### **Residents**

- ▶ Happy
- ▶ Fulfilled

### **Family Members**

- ▶ Sense of connectedness
- ▶ Reassurance

# Questions





# Contact Us



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