

BROWARD PILOT

UNIPER



Area Agency on Aging
of Broward County



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Outcomes

This report describes and analyzes the outcomes of Broward Pilot members, which includes:

- The rate of participant engagement.
- The impact it had on participant outcomes and experience.
- Overall satisfaction with the Uniper experience.

The Broward ADRC clients joined the Uniper service on January 2021.

The Engagement data is automatically generated via Uniper's system. The pre & post validated assessments and experience surveys have been administered via phone and/or through the system.

The pilot and study includes 55 Broward clients using Uniper's services and technology for an average period of 113 days, or 3.7 months.

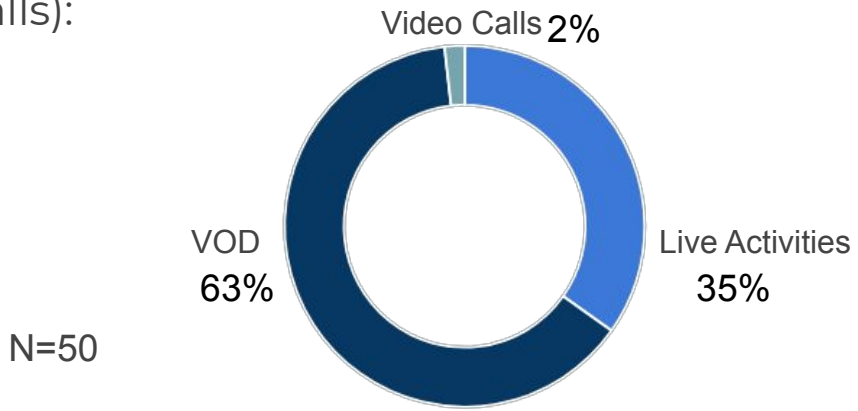
Key Focus Areas - Assessments were gathered to capture:

FALLS	LONELINESS	DEPRESSION	ANXIETY	QoL
<p>STEADI3 Stopping Elderly Accidents, Deaths, and Injuries (CDC): Fall Risk Assessment</p>	<p>UCLA Loneliness Questionnaire– Three question assessment of Loneliness</p>	<p>PHQ2–Two question assessment of Patient Health Questionnaire (PHQ) for depression.</p>	<p>GAD2–Two question assessment of Generalized Anxiety Disorder (GAD)</p>	<p>Healthy Days - Four question assessment of Health-Related Quality of Life (HRQOL), CDC</p>

- **Challenges:** Due to COVID-19 and time limitations the initial Baseline data was collected from 40% of the pilot population (22), and the 3-month follow-up assessments were gathered from 77% of this population. The experience survey was collected from 65% of the pilot population (36).
- **Engagement:** The utilizers (50) were divided into low, moderate, and heavy users based on **duration of engagement** with these Uniper features: live activities (VCS), Video on Demand (VOD), and video calls.

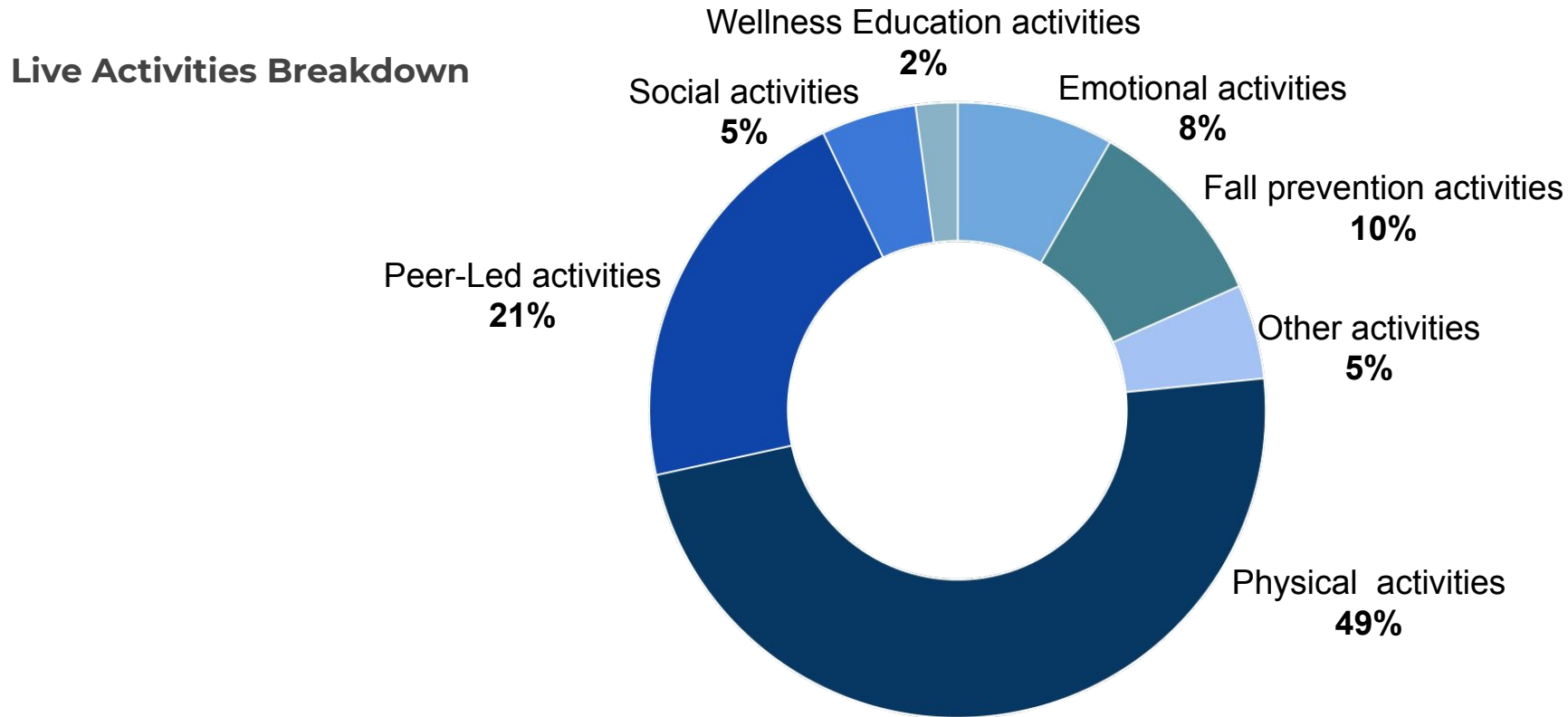


- In the chart below, you will find the distribution of users' weekly entries by Uniper's features (VCS, VOD, and video calls):



- Using the engagement stratification, we sought a correlation between levels of engagement and changes in outcomes. ** Individual care partner results will vary*

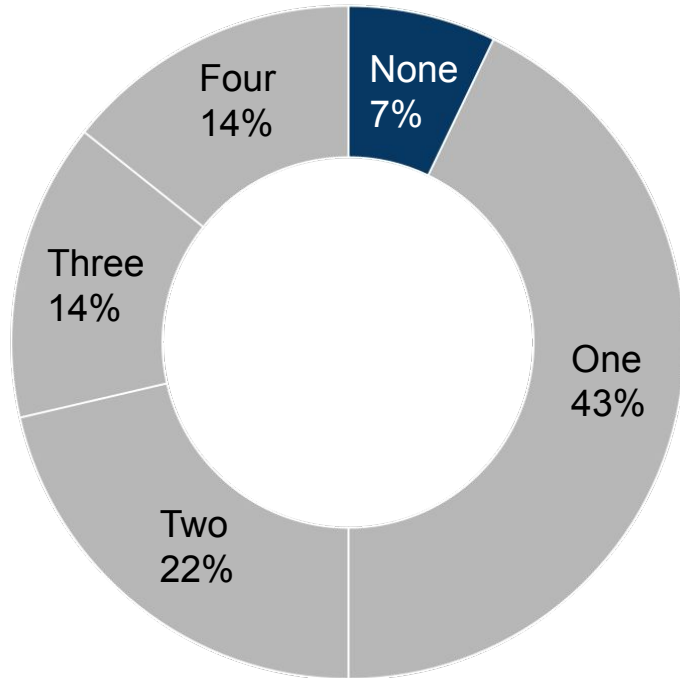
- **91%** of polled participants have **engaged** with the Uniper platform & services.
- **84%** participated in **live activities**. **88%** used **VOD** services, and 10% use Video calls.
- On average, a Broward Pilot/Uniper member engaged with one or more of Uniper’s services two times per week.
- Members who engaged in live activities spent most of their time participating in **physical activities, peer-led groups, and fall prevention programs.**



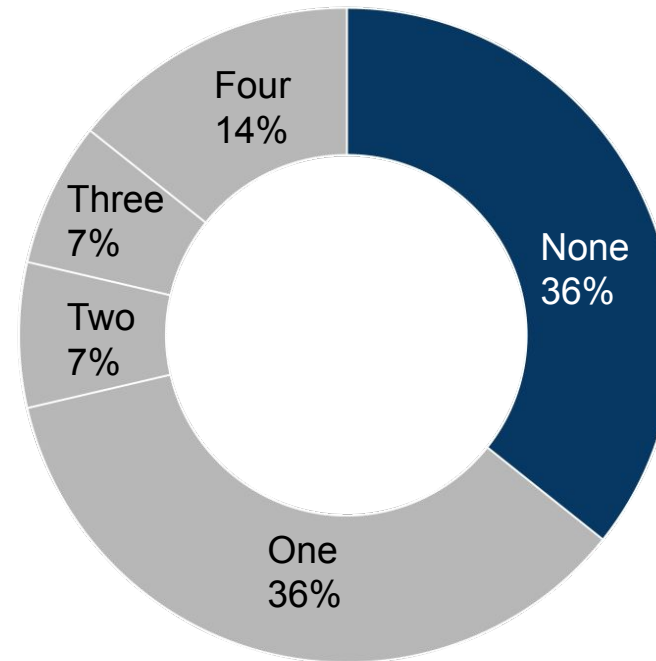
At baseline, 93% of the polled members had at least one of the following risk factors: Falls, Loneliness, Depression or Anxiety.

There was a significant reduction in the reported risk factors. Almost 30% of people who had at least one risk factor in the baseline assessment were found to have no risk factors in the follow-up.

Baseline Assessments

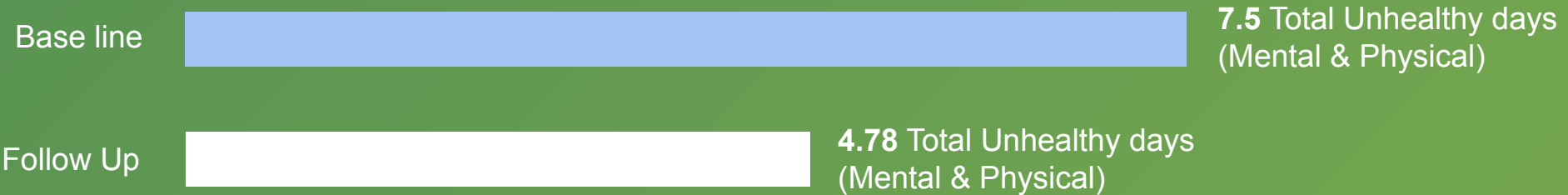


Follow-up Assessments



Number of risk factors

A decrease of 2.7 (36%) Unhealthy days per member in a given month since joining Uniper, meaning more healthy days per month.

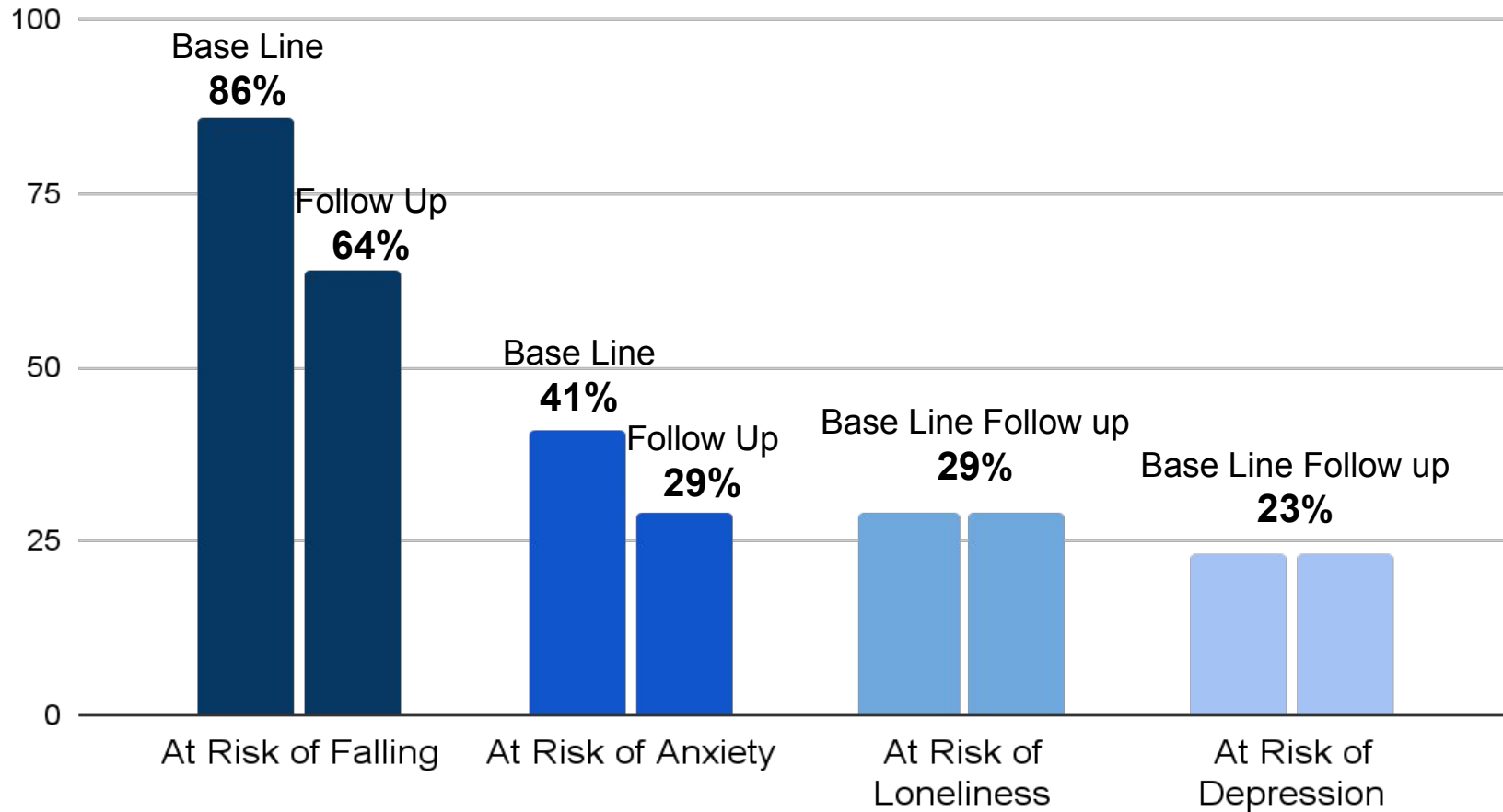


”

"There is a potential \$15.64 per member per month higher medical cost associated with having an unhealthy day."

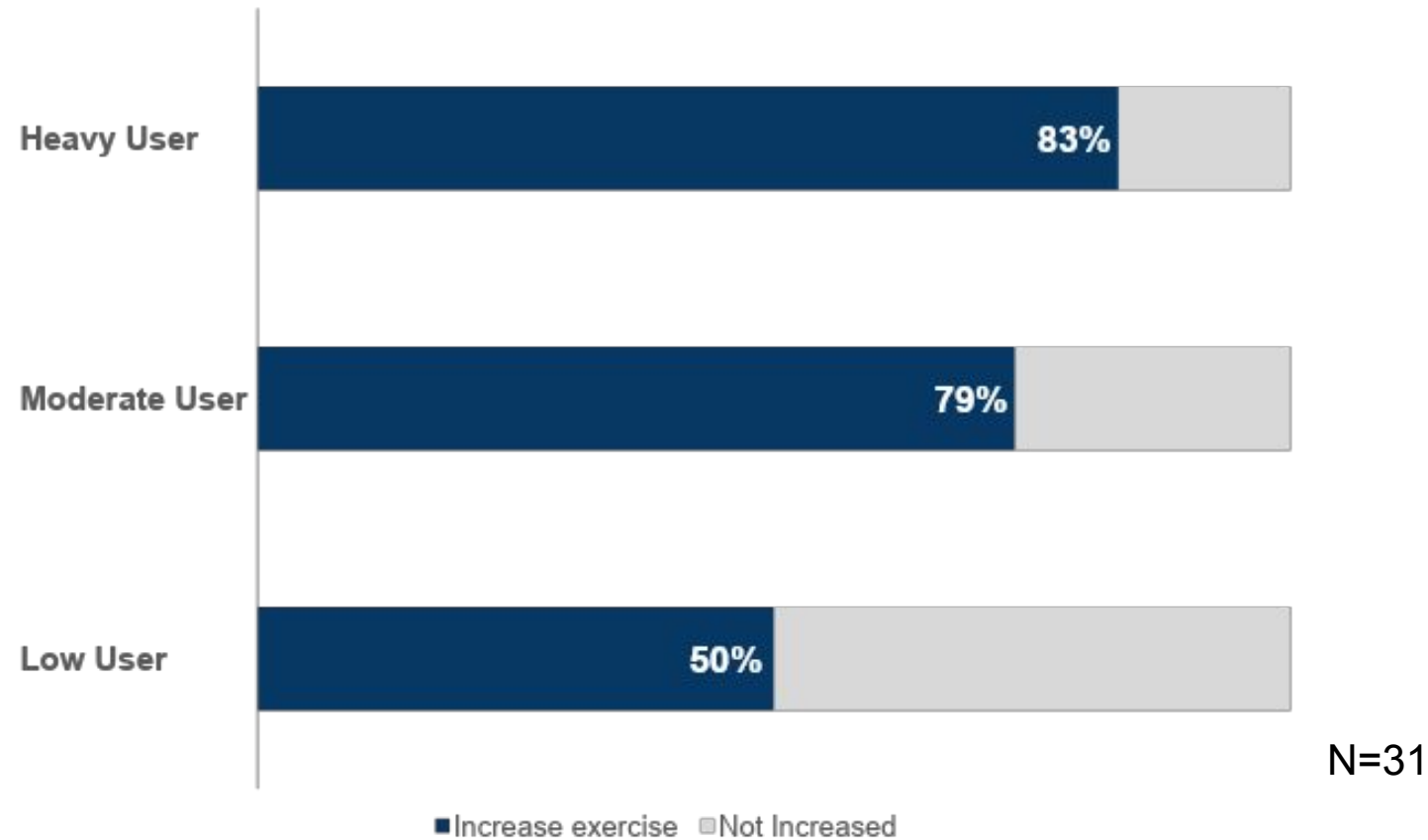
Source: Humana Bold Goal / [link](#)

Despite the COVID19 pandemic, we see a decrease in members' risk in both their physical and emotional state.

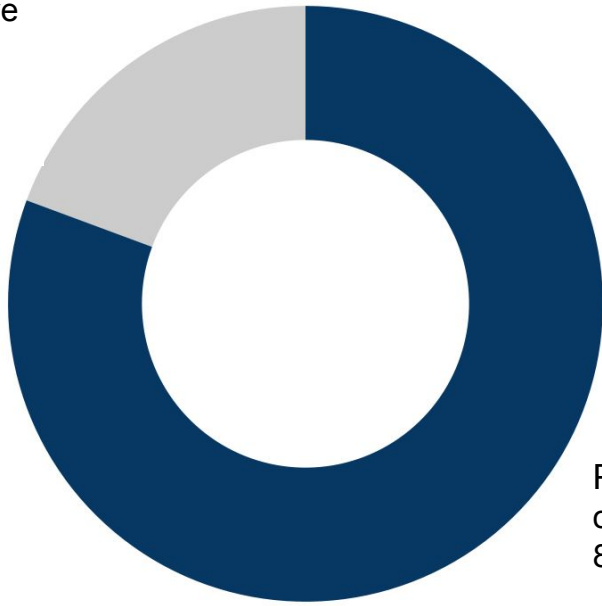


There is a positive correlation between level of engagement and reported increased exercise. People who engaged more with the Uniper service reported that they exercise much more.

People over 65 who exercise at least three times a week reduce the rate of falls by 42% Source: <https://pubmed.ncbi.nlm.nih.gov/33239019/>



No positive affect on mood
19%



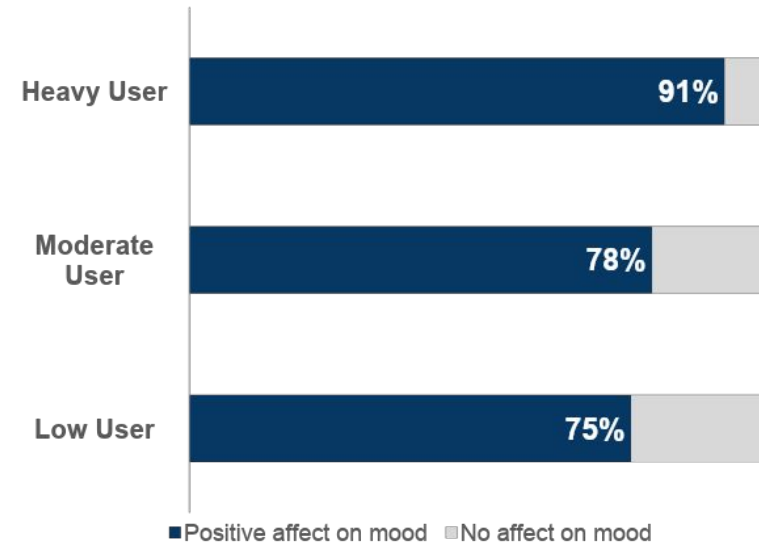
Positive affect on mood
81%

A strong and positive correlation was found between **level of engagement and positive effect on mood**

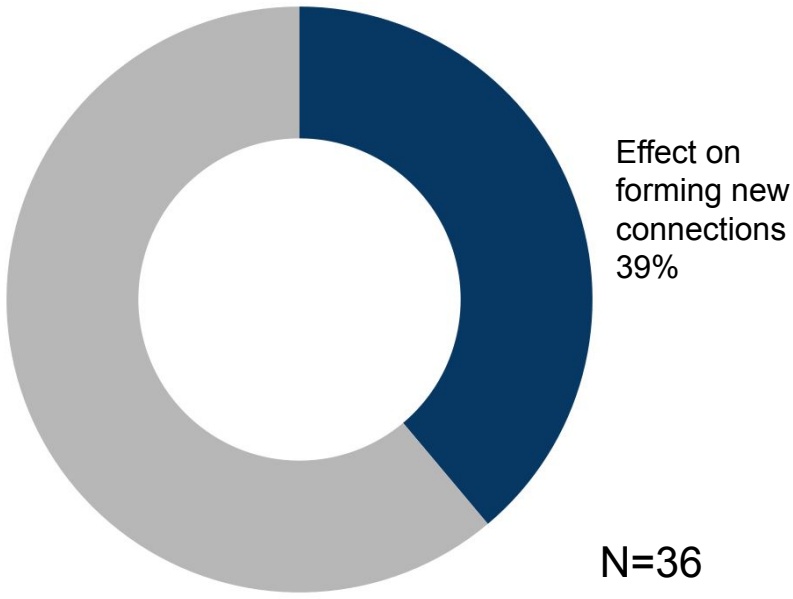
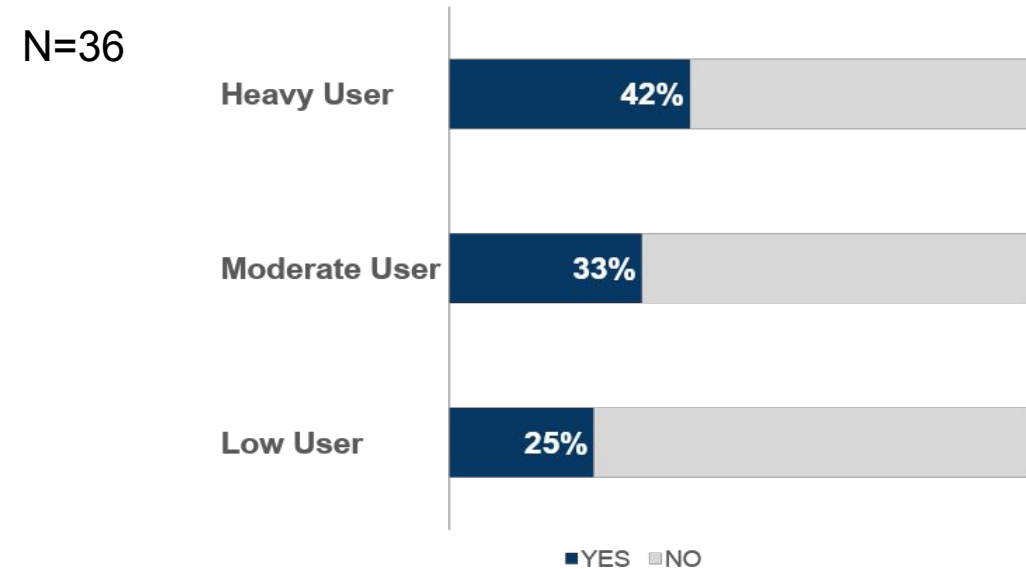


81% of the polled members who participate in Uniper activities say it **Positively affect** their **Mood**

N=31



A strong and a positive correlation between level of engagement and **forming new connection** since joining Uniper



No effect on forming new connections 61%

Effect on forming new connections 39%

N=36



39% of the polled members report **increased connection** to at least one of the following since joining Uniper : fellow uniper member, family member, support staff, class leader

The Uniper Experience - coming from the members

"I get motivated by watching other members who may be older than I am and still doing exercises!"

"Something that I **look forward to** every day!"

"I get motivated by watching other members who may be older than I am and still doing exercises!"

"I feel **better** about myself."

"I see many older adults just like me doing exercises and they are being a good example to me to Motivate me and Encourage me. I feel like I am Part of a gym but at home."

"It makes me forget about sad moments in my life."

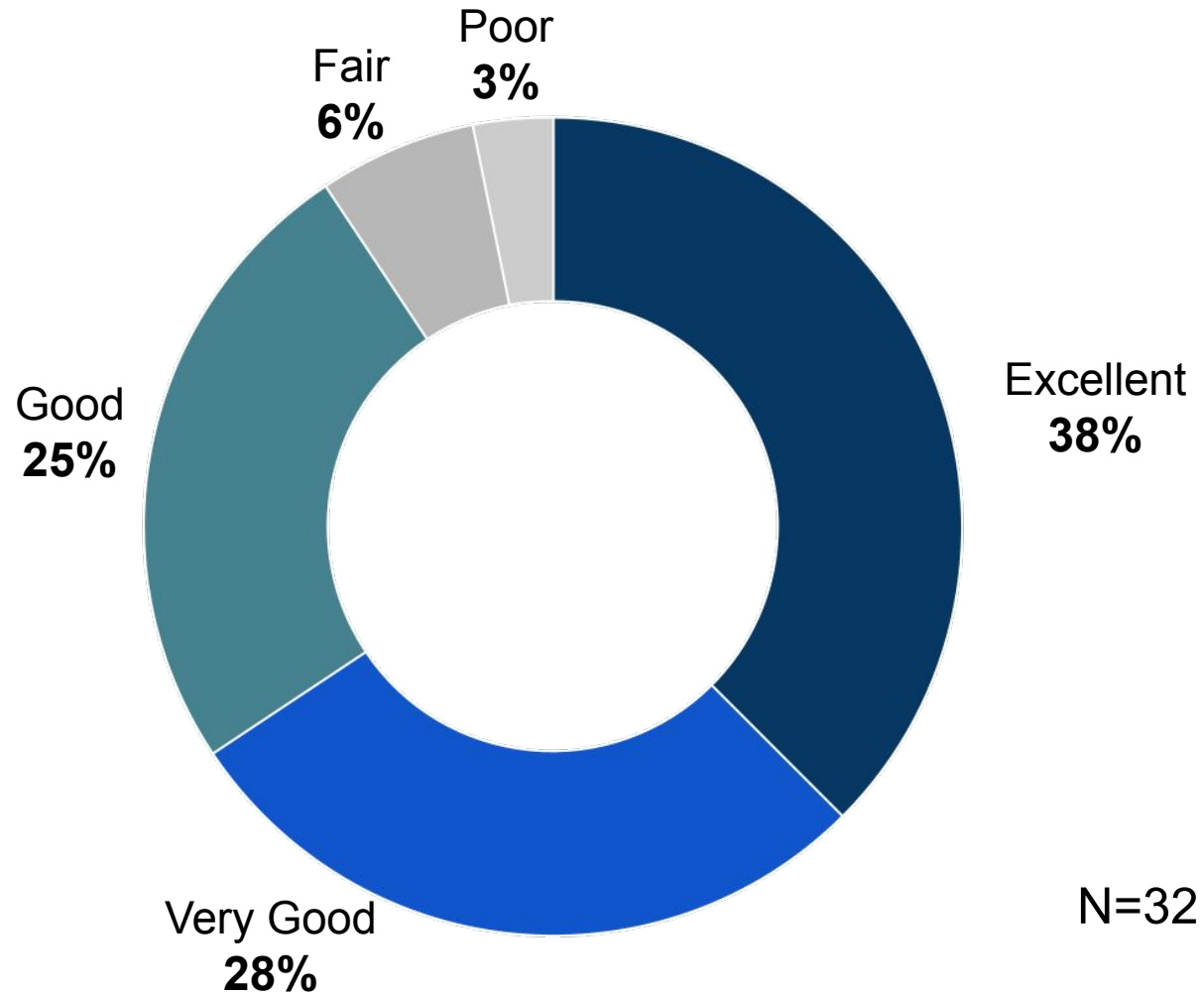
"I am very lonely, and Uniper give me a Sense of Community."

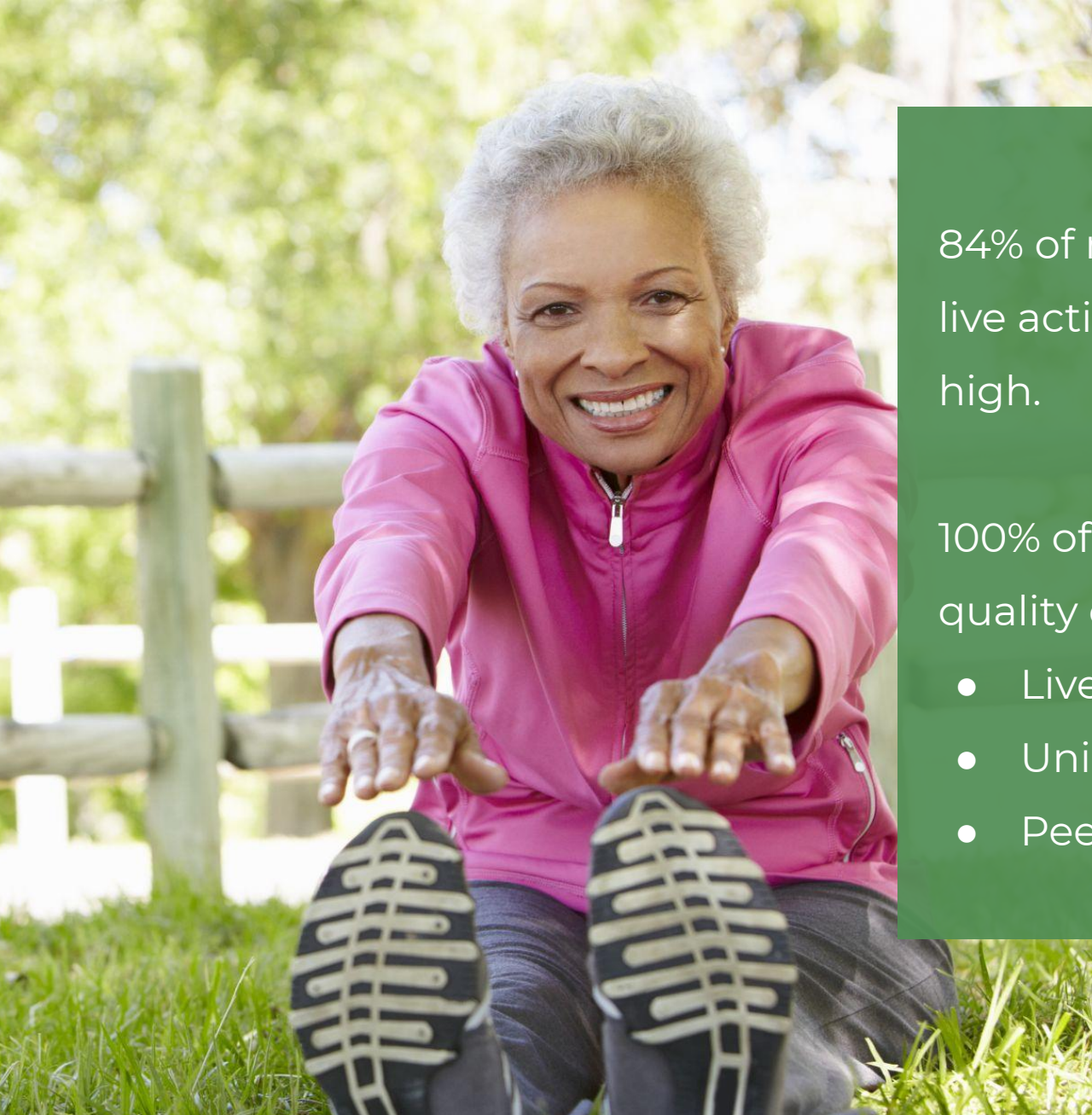
"The brain exercises helped Improve my mood."

"I love how Engaging the programs are. I love Talking to other members!"

"I have more Energy."

91% of the polled members rated the overall experience with Uniper as **positive** (EXCELLENT, VERY GOOD, OR GOOD)





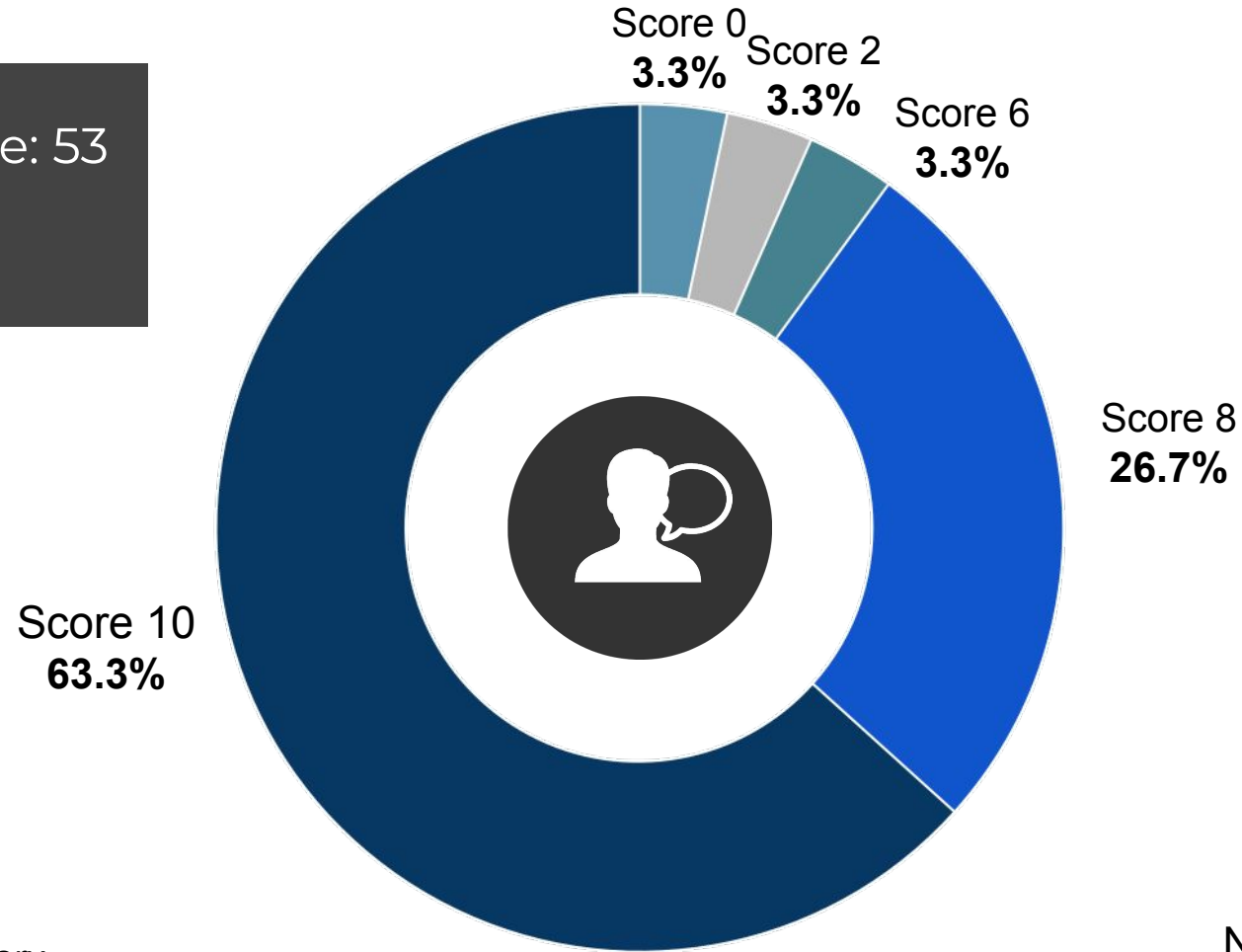
84% of members who participated in live activities rated their experience as high.

100% of polled members rated the quality of the following as high:

- Live Activities Instructors
- Uniper's VOD services
- Peer-led groups

The vast majority (90%) of polled members were “highly likely” to recommend Uniper to their friends and family. The clear majority (63%) gave the highest possible score of 10/10.

Net Promoter Score: 53
** Industry average is 38*



** Individual care partner results will vary*

Summary Results- IMPACT SECTION

- Among polled members who answered both baseline and follow-up questionnaires regarding the risk of falling, loneliness, depression, and anxiety, the findings were:
 - Almost 30% of people who had at least one risk factor in the baseline assessment were found to have no risk factors in the follow-up.
 - There was an average decrease of 2.7 (36%) Unhealthy days per member in a given month since joining Uniper, meaning that they had more healthy days per month.
 - There was a decrease in the percentage of members that are at risk of falling:
 - Down 22 percentage points (from 86 to 64)
 - An overall decrease of 26%
 - There was a decrease in the percentage of members that are at risk for anxiety:
 - Down 12 percentage points (from 41 to 29)
 - An overall decrease of 29%

Summary Results- EXPERIENCE SECTION

Since joining Uniper:

- The majority (77%) say their self confidence increased, and they are open to trying new things since joining Uniper.
- Most (75%) say they exercise more. There is a positive correlation between the level of engagement and reported exercise.
- 81% say that Uniper positively affected their mood. There is a positive correlation between the level of engagement and self-reported positive effect on mood.

Summary Results- SATISFACTION SECTION

- The overwhelming majority (91%) of polled members reported a positive experience (Good, Very Good, or Excellent) with Uniper.
 - On a scale of 0-4 (with 4 being the highest):
 - 84% of those who used live activities, rated them high (3-4).
 - 100% of those who used live activities rated the quality of instructors high (3-4).
 - 100% of those who used VOD services and video calls rated them high (3-4).
 - Although only 21% of those polled participated in peer-led groups, nevertheless all participants rated these groups as high (3-4).
 - Although only 12% of those polled used video calls, nevertheless all participants gave video calls the highest score (4).
 - The vast majority (90%) of polled members were “highly likely” to recommend Uniper to their friends and family. The clear majority (63%) gave the highest possible score of 10/10.

Demographics

- The majority of polled members were female (87%).
- The mean age was 75 years old.
- The majority of the polled members were females between the ages of 70-85.

Age group (Years)	Male	Female	Total
≤64	2 (3.7%)	3 (5.5%)	5 (9.3%)
65-69	0 (0%)	8 (15%)	8 (15%)
70-74	2 (3.6%)	9 (16.3%)	11 (20%)
75-79	0 (0%)	13 (24%)	13 (24%)
80-84	3 (5.6%)	12 (22.4%)	15 (28%)
85≤	0 (0%)	2 (3.7%)	2 (3.7%)
Total	7 (12.9%)	47 (87.1%)	54 (100%)

Values are expressed as numbers. (%).