

# Transforming Care with AI For Older Adults: Two Years of Success of NY Older Adults Living with ElliQ

## Introduction:

In a groundbreaking initiative, the New York State Office for the Aging (NYSOFA) and The Association on Aging in New York (AgingNY) partnered with Intuition Robotics to combat loneliness and social isolation among older adults using ElliQ, an AI companion robot. ElliQ is the first AI companion designed to alleviate loneliness and promote engagement, connection, health and wellness.

This case study reflects data true to July 2024, regarding the impact ElliQ had since the program launched two years prior.

The data in this report reflects anonymized ElliQ usage data collected directly through users' interactions with ElliQ, along with responses from ElliQ users to the Cobot-I-7 survey, a tool specifically built to measure robots' impact on human wellbeing.

## Program Overview:

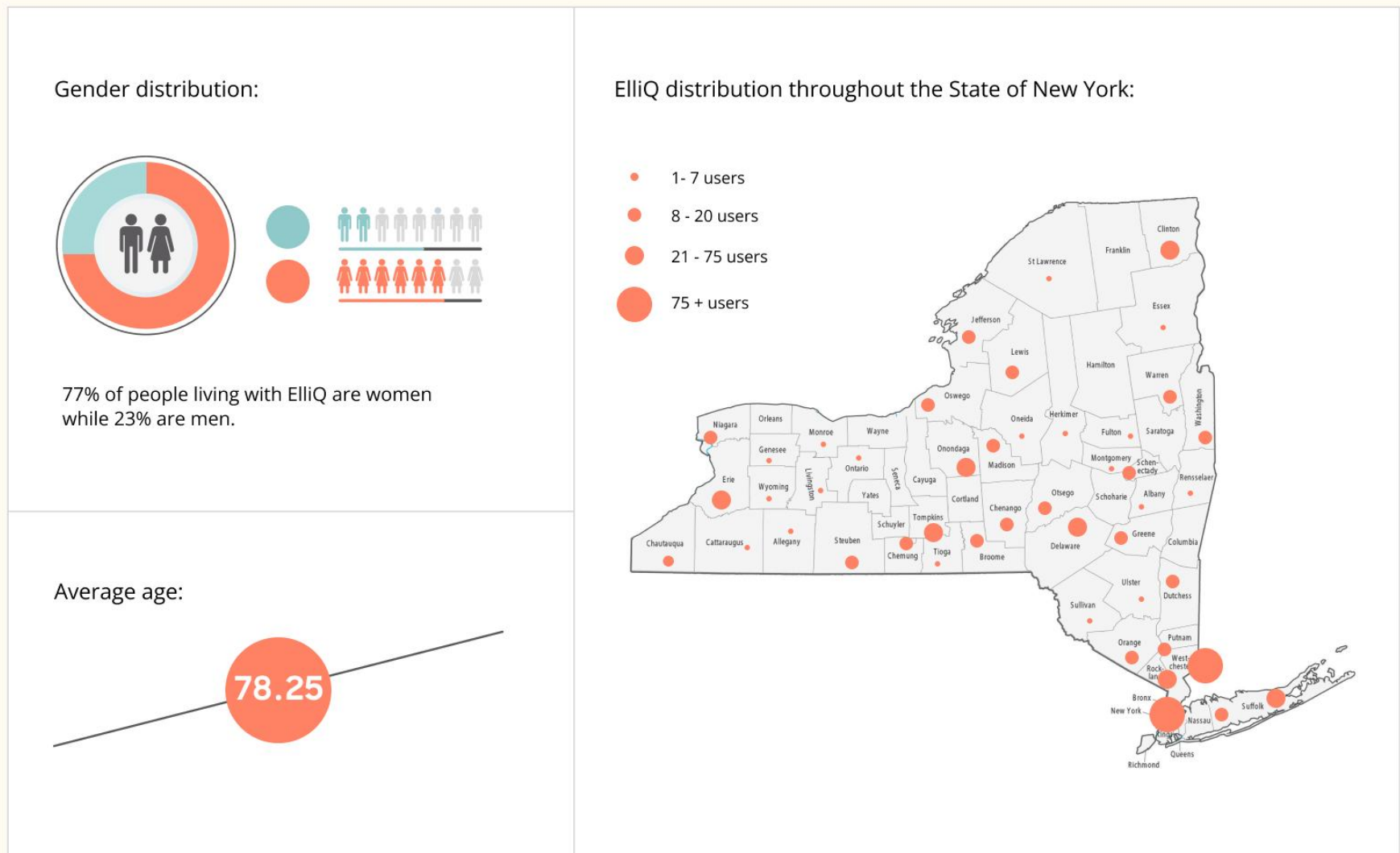
Launched two years ago, the program involved approximately 900 older adults across New York State who were provided ElliQ. ElliQ was designed to provide companionship, foster engagement, and reduce feelings of loneliness through interactive features and personalized support.

## Key Findings:

- **Daily Interactions:** Participants averaged **28** interactions per person per day with ElliQ, indicating high levels of engagement and user satisfaction. ElliQ's CSAT (Customer Satisfaction Score) score is 4.9/5.
- **Loneliness Reduction:** The latest data reveals a sustained **93%** reduction in loneliness among participants, maintaining the initial success rate reported two years ago.
- **Measurable Impact:** **96%** of participants reported improvement in their overall wellness, **73%** reported feeling more connected to the outside world and **86%** of users stated ElliQ improved their quality of life.
- **Enhanced Features:** New additions to the product offering in year two include AI-based open conversation, poetry writing and painting, weekly live community bingo event, and the ability to create and share a digital memoir, enriching the user experience.
- **Usage Insights:** The most used capabilities of ElliQ include the daily greetings, conversations with ElliQ, music, messaging contacts and cognitive games.

<sup>1</sup> Customer Satisfaction Score is a metric used to gauge the level of satisfaction that customers have with a company's products, services, or experiences. It is typically measured through customer feedback collected via surveys. The CSAT score is usually calculated by asking customers to rate their satisfaction on a scale (e.g., 1 to 5)

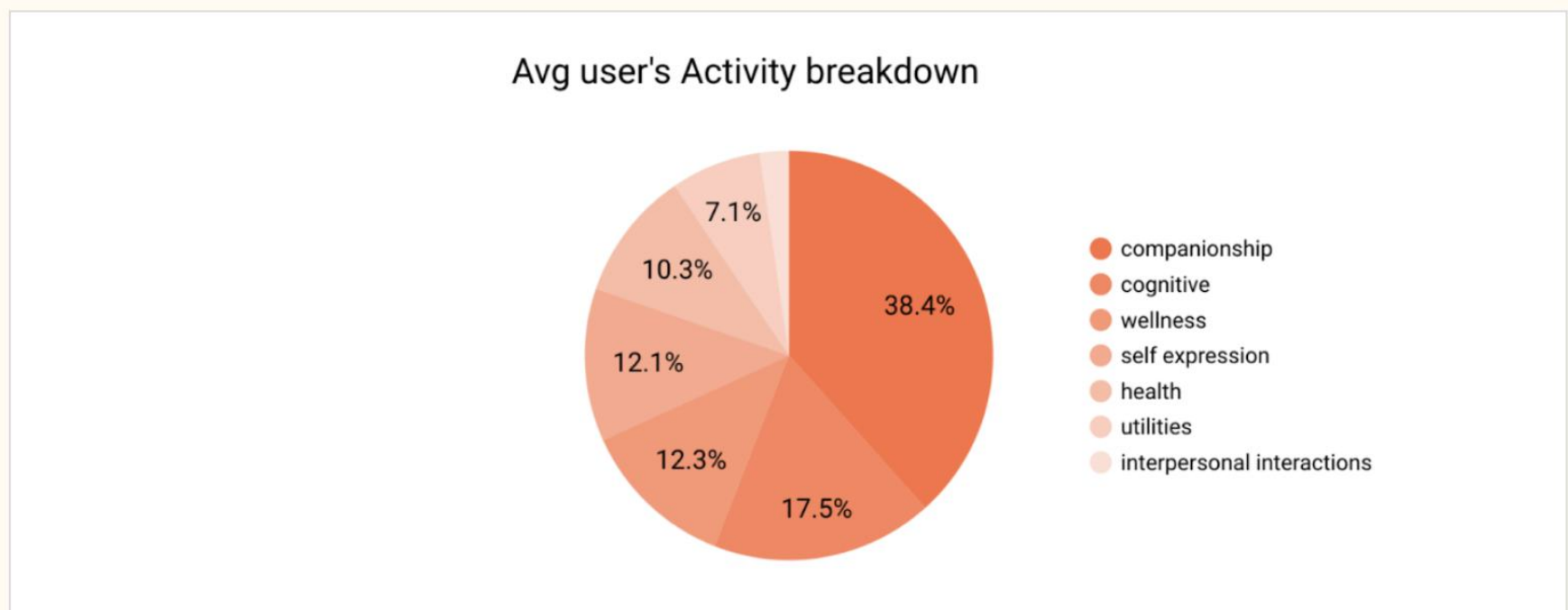
## Demographics of ElliQ users:



## What does living with ElliQ look like for the average NY user?

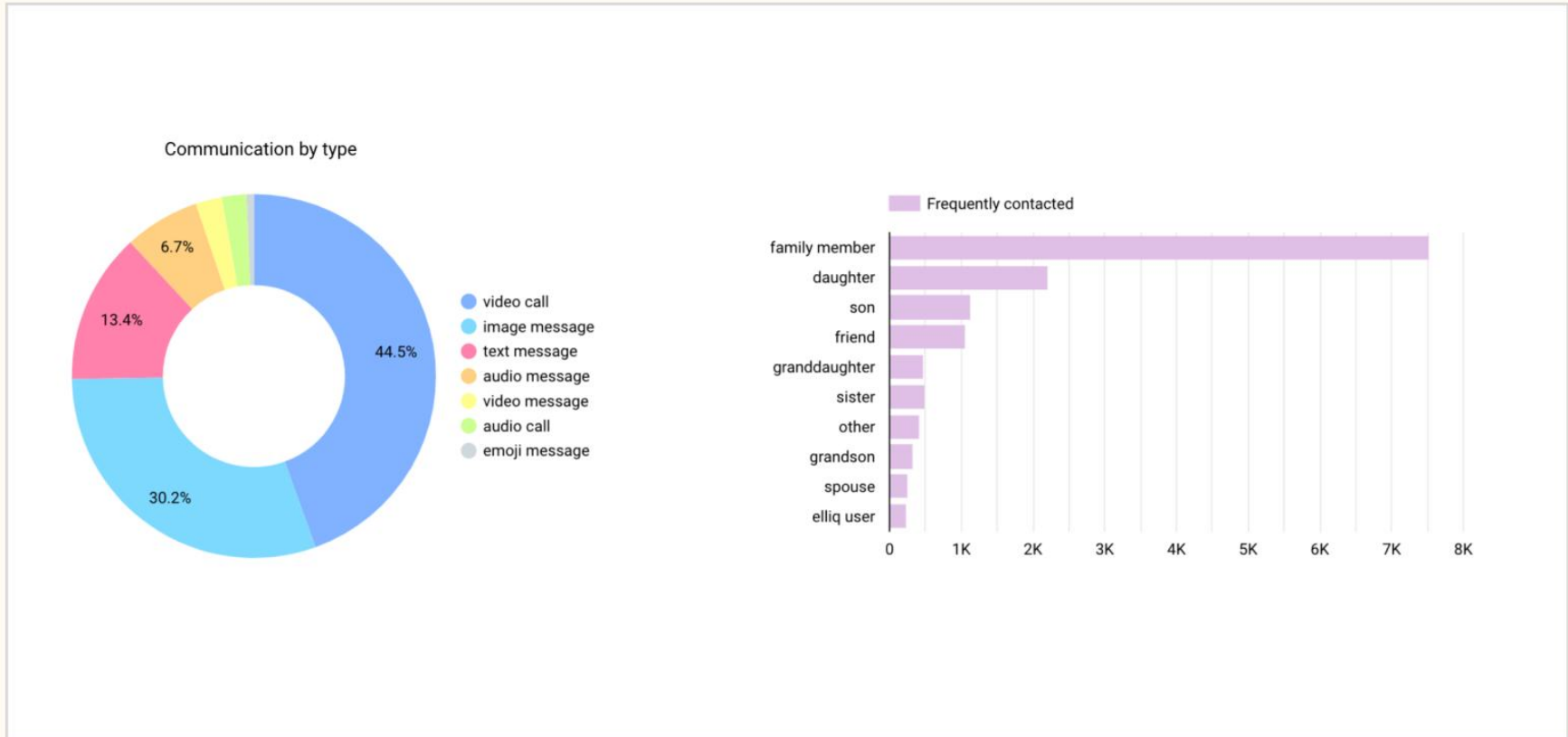
- Average duration of living with ElliQ - **296 days**
- Average time spent with ElliQ per (active) day - **28 min in an active day**
- Average number of active days per week - **5 active days a week**

In an average month **64%** of users participate in bidirectional communication, **55%** participate in physical activity and **86%** report health measurements



## Diving into social connectedness- who are ElliQ users interacting with

**73% of ElliQ users** reported feeling more connected to the outside world. This is mainly attributed to the use of messaging and video calling capabilities used by the older adults such as: video chat, direct message capabilities, sharing pictures and memories with their contacts.



## Community Activities and Games

In March 2024 a weekly live bingo game was launched. The game happens weekly on Saturday evenings and users are invited to play 3 rounds of bingo. This is the first time ElliQ users have interacted with one another in real-time and they seem to love it!

- **45 NY users** (avg) show up for Bingo Night every week, consistently
- **85%** play all 3 rounds of the game → that's ~45 mins of interaction with ElliQ
- **85%** send emoji reactions to other players throughout the game (social interaction)

## **Participant Feedback:**

NY State ElliQ users shared their feedback on the program so far. Testimonials can be found [here](#).

### **About the New York State Office for the Aging**

NYSOFA continuously works to help the state's 4.6 million older adults be as independent as possible for as long as possible through advocacy, development and delivery of person-centered, consumer-oriented, and cost-effective policies, programs, and services that support and empower older adults and their families, in partnership with the network of public and private organizations that serve them.

### **About Intuition Robotics**

Intuition Robotics, a startup company based in Israel, is on a mission to empower older adults to live happier, healthier, and more independent lives at home. The company's award-winning product, ElliQ, is a proactive care companion for older adults. ElliQ helps keep users healthy, engaged, and informed, while alleviating the effects of loneliness and social isolation. Intuition Robotics has won several awards for its work with ElliQ including Fast Company's Most Innovative Companies and the CES Best of Innovation award.

### **About the Association on Aging in New York**

The Association on Aging in New York supports and advocates for New York's mostly county-based Area Agencies on Aging (AAAs) and works collaboratively with a network of organizations that exist to promote independence, preserve dignity, and provide support for residents of New York State as they age.