

CITRA's Partners in Caregiving (PIC) Program

Frequently Asked Questions (FAQ)

1. What is the goal of the PIC Program?

The goal of the PIC Program is to promote positive communication between nursing home staff and residents' families to improve the quality of care for nursing home residents. In the program, nursing home staff and families are viewed as partners in residents' care where families bring their knowledge of their relatives and staff bring their technical expertise in providing care. Ultimately, the program intends to encourage and support involvement of families in residents' care, which research suggests is critical to residents' quality of life.

2. Who can run the PIC Program?

Any nursing home can choose to run the PIC Program by following the training materials, and that nursing home would determine who would facilitate the training sessions. Those facilitating the program should have experience conducting educational programs in their own nursing home, as well as prior experience working with residents' families.

3. Who can participate in the program?

The program is intended for nursing home staff and residents' family members. Nursing home staff and family members attend separate trainings, but the content of the staff and family sessions are very similar and the basic communication skills provided are the same.

4. What is the structure of the program?

The program is divided into two parallel workshop series: one for nursing home staff and one for residents' family members. The staff training is primarily structured as a full-day in-service (6.5 hours). The family training includes three two-hour workshop sessions to be conducted weekly (6 hours). The program ends with a joint session, which provides an opportunity to brainstorm new facility practices and policies to promote better family-staff relations (2 hours).

5. What are the expected benefits of the program?

PIC provides communication and conflict resolution skill training to nursing home staff and residents' families to improve family-staff relationships. Nursing home staff and families who participate in the program learn how to communicate more effectively with each other, how to avoid problems, and how to solve them when they occur. By "sharing the caring," nursing home staff and family members gain valuable insights that can improve residents' quality of care. Besides increased involvement of families and improved job satisfaction of staff, the PIC Program provides potential health benefits to nursing home residents.

6. How to get more information?

For more information about the PIC Program, contact the Cornell Institute for Translational Research on Aging (CITRA) by email at citrainfo@cornell.edu. You can also find more information and training materials online at <http://citra-pic.human.cornell.edu/>.