



Frequently Asked Questions: Education Program

www.familyhousews.org

- **What is the purpose of the program?** To have medical profession and chaplain students gain an understanding of the impact and emotions a patient's family is facing when a loved one is in an acute health crisis or battling a chronic or serious illness.
- **Who participates in the program?** The medical profession and chaplain students who participate are from: Wake Forest Baptist Health and Wake Forest School of Medicine; Forsyth Technical Community College; and Winston-Salem State University. Caregivers staying at the SECU Family House also volunteer to participate.
- **How is the Education Program funded?** The program is currently funded through foundation grants. The Winston-Salem Foundation and the Tom Davis Family Fund are funding the program in 2013.
- **When do students meet with caregivers?** Between 5 and 7 students come to the SECU Family House on Tuesday and Thursday evenings, from 5:30-8:30pm.
- **Why do caregivers participate in the program?** Caregivers often come to the Family House staff and express their difficulty in communicating with their patient's doctors. They might be confused by the treatment plan, nervous about the patient coming home, concerned about the level of care, or feel like their voices are not being heard. The staff often tells these caregivers that participating in the education program can be helpful.
- **How do caregivers benefit from participating in the program?** The discussions with students offer caregivers a voice. Here, they can voice their opinions on the current health care system, and they view this program as a critical step in raising the awareness of caregivers' lives and their daily challenges.
- **How do participating students benefit from the program?** Participating students report increased understanding of patient and family needs in times of crisis, increased ability to communicate with families and patients, and increased appreciation for other professional roles in health care.

Please visit the SECU Family House website for caregiver and student reflections from the program:

- [The Winston-Salem Foundation Renews Support for Education Program](#)
- [Here to Listen: A Student Reflection](#)