

Matthew Frank

Patient Advisor

Nursing student. I am passionate about quality improvement and patient centered care.



I was diagnosed with 2 brain tumors: a germinoma and a Terratoma. It was treated with brain surgery, chemotherapy and radiation. After a year of treatment I achieved remission, and am currently in my 3rd year of remission.

On the day I was diagnosed, because there were no available beds, I was sent to the geriatric floor at the very top of foothills. I underwent a lumbar puncture and waited for over two weeks, without any idea of what the plan was for my treatment. There was little communication between the physician and myself, leaving me extremely anxious over my overall condition. I felt in the dark, and remember being frustrated and anxious over my treatment (or lack thereof).

Staff should have a foundational level of **empathy for the patients**. The ability to **care** for the cancer patient is what should make this cancer center stand out in the crowd. If a nurse has empathy, patient centered care will be an automatic result.

I would love to see a **bright, positive, and healing environment**. This needs to be a place where **compassion emanates from every corner**. Create a place that can include **peace** in the daily stressful life of a cancer patient.

Please, try to understand the despair and sadness that being a cancer patient brings. **A place that could radiate a feeling of positivity and hope** is the thing I would like to see the most in the new cancer center. The cancer experience holds the potential to be a **strengthening experience**, and the new cancer centre can facilitate that.