Sharon K. Coon, PhD, RN, AOCN®, Judi McBride-Wilson, and E. Ann Coleman, PhD, RNP, AOCN®

Ian was a patient with multiple myeloma. His wife, Judi, chronicled their journey and experiences with myeloma and the healthcare system. Through her own eyes, Judi provides a view of the positive and negative consequences of actions or omissions by the healthcare team. The other authors, oncology nurses affiliated with a myeloma treatment center, collaborated with Judi to tell her story and remind oncology nurses that they can and do make a difference when focus is placed on the basics: assessment, communication, caring, and follow-up.

At a Glance

- The most basic aspects of health care often are the ones that suffer from neglect.
- Seemingly trivial actions or omissions of the healthcare team can have life-altering consequences for patients and their families.
- Viewing healthcare interactions from the perspective of the caregiver can help oncology nurses understand the difference they make.

patients with myeloma being able to complete their hematopoietic stem cell transplantations in the outpatient setting without hospital admission for symptom management or complications. In addition to the communication directed at patients and their caregivers, the context in which the care takes place may be communicating in ways that may not have been considered. In response to her experiences as a caregiver for her husband,