



THE TAOS NEWS

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My Turn

Holy Cross Hospital hurray!

Ken O'Neil & Andrea Heckman

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On a recent Tuesday evening my wife drove me to Emergency at Holy Cross, doubled over in pain with what seemed to be a heart attack. From the time we entered the admitting room until I was discharged on Thursday afternoon the staff did an amazing, responsive job all the way from triage, through analysis, diagnosis, and care, keeping my wife informed all the time about the next steps in the process.

Because of the nature of my problem the doctors assured that all the protocols were following the path of a seeming heart problem, especially knowing my history. It turned out that the cause of my symptoms was pneumonia.

I tried to do my part by having a sense of humor in the middle of the trauma, and their response, all the way from nurses, assistants, technicians, to food personnel, was very personal and special, reacting quickly to fast changing symptoms that were rather confusing at first. I owe special thanks to Drs. Bassett, Constantin, and Jaramillo for being on top of everything and treating me with professional and tender care. Hippocrates would have been happy.

I don't know anyone on the Board of Directors, nor any of the issues involved.

I do know that Taos cannot afford to lose any more of the fine staff at Holy Cross, and that leadership and compromise on any Board of Directors is not only required but expected. In my years in California's Silicon Valley as an executive and a member of many boards, there was a favorite saying that still applies today: "the bottleneck is always at the top of the bottle."

Please get your act together.

Ken O'Neil and Andrea Heckman are residents of Valdez.