



# THE TAOS NEWS

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## My Turn

### **Sincere thanks to Holy Cross for exemplary care and attention**

**Peter J. Tredwin**

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These days it seems that all too frequently one has to endure declining standards, not least in the medical profession. It therefore gives me pleasure to report on my very recent treatment by a local surgeon and Holy Cross Hospital.

I attended the clinic of Dr.

Ryan Murphy who promptly diagnosed that I needed surgery for a hernia. In a friendly, highly professional manner he explained my options and his recommendations. He informed me that hernias occur frequently, especially in men over 50.

The surgery to correct the problem is common and low risk.

Hernias and the treatment may be considered "common," but I consider my treatment to have been decidedly uncommon.

A few days after my visit with Dr. Murphy a representative of Holy Cross called me at home, confirming a date for my surgery. It would take place a mere eight days after my visit with Dr. Murphy. The individual who called carefully explained the procedure and requested I arrive at the day surgery building of Holy Cross at 6 a.m.

Thursday, Feb. 5. I was rather surprised the appointment was so early but later the good sense of the very early start became clear.

Laura greeted me in reception. She was upbeat and charming, not easy or expected at 6 a.m. on a freezing morning! She explained what would happen next and that a nurse would join me "shortly." I settled down with a book, expecting a long wait. Literally a few minutes passed and nurse Denise breezed in. Denise is a tiny lady with a huge personality. Sunny and funny, fast and highly efficient. She explained the next steps and took care of business in a friendly, exemplary manner. Next I was introduced to Kevin, an anesthetist who carefully explained three alternative methods of anesthesia. He also suggested the preferred method and the reasons why. Obviously I accepted Kevin's suggestion.

Next Dr. Murphy showed up and patiently explained what would happen before, during and following my surgery. The surgery went exactly to plan.

There were no complications, no pain. Upon returning to the recovery room I was greeted by another nurse, this time a gentleman named Monty. I was enjoying the five-star treatments. Monty was no exception. He constantly monitored progress and administered medications to control the discomforts that I considered inevitable following surgery.

When the time came Monty was not convinced that I should be discharged. He conferred with Dr. Murphy and they agreed I should remain in the recovery room for several more hours. When Monty was sure all was well, he personally wheeled me to our car. My wife Mo was carefully briefed as to what we might expect in the next 48 hours or so. She was issued with medications to control pain and to prevent infection.

Prior to relocating to America over 30 years ago, Mo was a nurse. She remembers the high standards imposed during her nursing days. She too was delighted with the high standards achieved by Holy Cross.

Prior to my departure Kevin, Denise and Dr. Murphy all stopped by to wish me well.

The next day Monty called me at home to make sure I was OK and to check on my progress.

Thanks to the expertise and caring of the aforementioned hospital staff, I'm doing just fine.

Via "My Turn" it is my pleasure to offer my most sincere thanks to Holy Cross for exemplary care and attention during my visit. My visit was not a fluke. Quite recently both my sons had surgery at Holy Cross. They also consider they were afforded wonderful attention.

It is my understanding that Cindy Bradley is the interim CEO of Holy Cross. Ms. Bradley, I will close by saying that from this man's prospective you are doing an outstanding job. I wish you continued success and respectfully suggest that whatever Holy Cross is paying Denise, Laura, Monty and Kevin, it's not nearly enough!

Thank you all.

*Peter Tredwin is a retired business executive and consultant. He and his immediate family are all residents of Taos.*