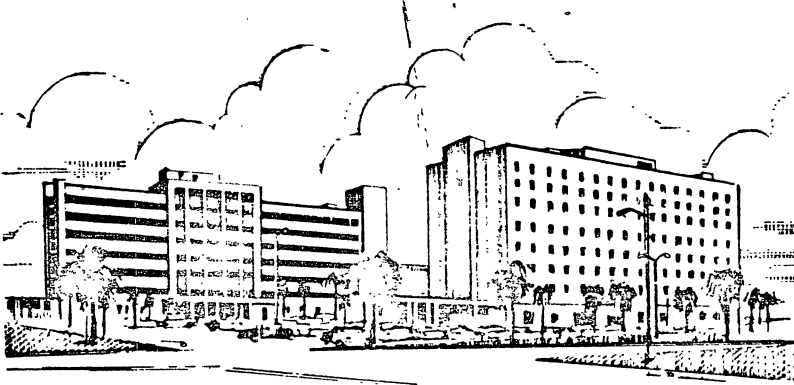




Memorial Medical Center

CORPUS CHRISTI, TEXAS

2606 HOSPITAL BOULEVARD • 78405

P. O. BOX 5280 • 512-884-4511

Memorial West Memorial East
Pamaritan Clinics

May 31, 1972

H. Ross Garza, M. D.
1001 Louisiana Parkway
Corpus Christi, Texas 78404

Re: Mrs. A. Chavez

Dear Sir:

Regarding your letter of May 28, 1972, concerning Mrs. Chavez, I am sorry that you did not check with me on this matter before taking the actions that you did, in order to get the facts of the matter.

Mr. Alvino Campos, a member of the Board of Managers of Memorial Medical Center, did contact me with regard to the circumstances involving Mrs. Chavez. I indicated to him that I would make a further investigation and report to him the circumstances. On May 11, 1972, I forwarded a full report of this matter to Mr. Campos.

Your assumptions and understanding of this matter are incorrect in several instances:

1. Mrs. Chavez was not fired, though she repeatedly requested that we terminate her.
2. She was never told that she would "no longer have a job at MMC". On the contrary, she was offered additional training and orientation and an alternate position on the nursing staff.
3. For over four years the nursing staff of this hospital has sympathetically and supportively worked with Mrs. Chavez to help her in her work, including counselling and additional training. In spite of the fact that many physicians, Interns and others complained of her problem in communications, she was retained for over four years. Her file is replete with numerous incidents arising out of her inability to understand or communicate her ideas. One physician refuses to allow her to take his medical orders, since she did not understand him and he cannot understand her.

4. You have assumed that Mrs. Chavez is being "persecuted", when we have prevailed upon her to stay with us; you take the position of being her "protector", when actually we have supported her with great effort for all of this time.

We have a higher proportion of Spanish-American employees in this hospital than any in town; it is higher than the proportionate segment of this community or county. The Spanish-American employee in this hospital holds position of great trust and responsibility, and there are many supervisors throughout the Institution.

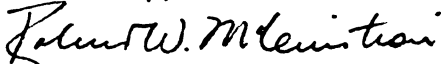
I am disappointed that you took the action you did, without checking with Nursing Service supervision, or with me, or checking with Mr. Campos to see if there was some problem in the mails before sending letters to State and Federal officials. Though I can appreciate the humanitarian motive to protect another, this Institution is dedicated to helping others. I have received no communication from Mrs. Chavez that you represent her, or that she desires to express a grievance. Should she desire to file a complaint, it would be heard by the Grievance Committee of this Institution.

Dr. Garza, there has never been a time when you have asked me to investigate a matter at this hospital, that I have not given you courteous and quick response. I do not understand why you have taken the extraordinary actions you have taken without checking with those responsible for the operation of this hospital.

In summary, Mrs. Chavez has been kept on our Nursing Staff, and until she takes some actions is still on the Staff. She has not been and never was "fired" from her position. All of this is documented, including statements from Mrs. Chavez herself.

This matter will be resolved in the best interest of patient care and employee rules and regulations.

Sincerely,



Robert W. McCuistion
President

RWM:pp

cc: Mr. John Mobley, Chairman
Board of Managers

Mr. Alvino Campos, Chairman Pro Tem
Board of Managers

Judge Robert N. Barnes
Nueces County Judge

✓ H. P. Garcia, M. D.
C. P. Garcia, M. D.
Raul Gonzalez, M.D.
Adam McNitzky, M. D.,
Chairman, Obstetrics & Gynecology Dept.
Leslie Archer, M.D.,
Director, Obstetrics & Gynecology Dept.

State Representative Carlos Truan
State Representative Joe Salem
St. Representative Francis Farenthold
U.S.Congressman John Young
U.S.Congressman Henry B. Gonzalez
U.S.Senator Lloyd Bentsen
U.S.Senator John Tower
Mrs. Ella Lubera, Vice President
for Nursing Services

Donald E. Jackson, M. D.
Chief of Staff
Medical-Dental Staff of
Memorial Medical Center