



GMHA LIFELINE NEWSLETTER

MARCH 2024 ISSUE



MESSAGE FROM THE HOSPITAL ADMINISTRATOR



Håfa adai Team GMHA,

BIBA Mes Chamoru! A blessed and happy Chamorro Month! We hope you enjoyed Guam History and Chamorro Heritage Day and had the opportunity to enjoy Guam's hospital culture with family, friends, and of course, some delicious Chamorro food!

I want to thank everyone who attended the GMHA Employee Town Hall meeting last week. I hope your takeaway from the Town Hall meeting was a constructive and valuable dialogue with our

Executive Team. Your comments and questions were very much appreciated as well. Our GMHA Town Hall meetings are an excellent tool for the executives and I to keep in touch with you, hear your concerns, creative ideas, recommendations and solutions, and share in your triumphs. We appreciate your excellent ideas, like moving the time of future Town Hall meetings so more of you can be engaged.

A reminder to everyone to please check your email. There are mandatory training modules that all employees must complete. There are messages in your email with links directly to the training sites. If you do not have access to your email, please check with your supervisor to find out if there are any trainings that you have not completed.

In closing, the executives and I express our fondest wishes for a wonderful retirement to our Head of Cardiology, Dr. Alessandro Giambartolomei. We miss his cheerful personality and the contributions Dr. Alex has made to our Cardiology department. We miss him very much! We wish you well, Dr. Alex!

There will be some events throughout the month as we celebrate Mes Chamoru! Show your BIBA Mes Chamoru spirit by wearing your favorite islandwear on Fridays. Be on the lookout for delicious Chamoru dishes in the cafeteria this month!

Blessings and BIBA Mes Chamoru!

Lillian

TABLE OF CONTENTS

02 What's happening at GMHA?

04 Photo Gallery

05 Donations

06 Patient Safety Awareness Word Search

07 Photo Gallery

08 Volunteers' Corner

09 Dietary Corner

10 Team GMHA March Birthdays

11 March Compliance Report

12 GMHA Nursery/NICU Appreciation Gathering

13 What's Coming Up Next Month?



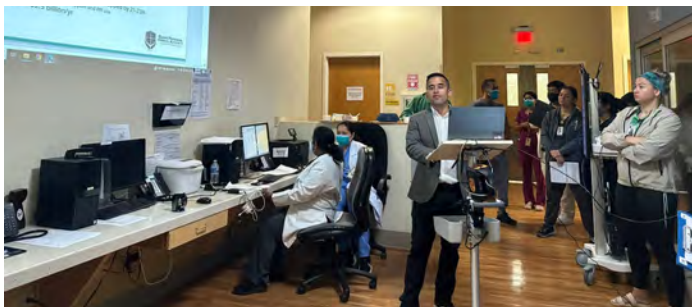


WHAT HAPPENED IN FEBRUARY?

Love was in the air in February. The GMHA Spirit Committee took orders for Valentine Candy Grams for Team GMHA to send to each other. The promotion was very successful and funds raised will be used for future GMHA team events for us to enjoy and celebrate together. There were lots of delicious treats to enjoy this month, especially when the ICU also held a bake sale!



Valentine's Day always includes bright red hearts so it makes sense that National Heart Month and a lot of other cardiac related commemorations took place in February. We would like to thank Governor Lou Leon Guerrero and Lt. Governor Josh Tenorio for signing a proclamation declaring February as Cardiology Month. Special thanks to Speaker Therese Terlaje who introduced a resolution to recognize the Cardiology teams at GMHA and our healthcare partner, GRMC.



Educational & Professional Development

Kudos to our ICU team who began a year-long series of ICU Didactic Teaching Sessions on February 12th. The goal of the Monday sessions is to enhance the team's collective knowledge and expertise in critical care medicine. The main objective is for the ICU team to expand their understanding of critical care principles, evidence-based practices, and emerging trends in the field for the purpose of optimizing patient outcomes and improving the quality of care delivered in our ICU/CCU.

The Guam Nursing Association held its General Membership Meeting and the guest speaker was one of our own! Dr. William Eric Lee spoke on the topic, "Nursing Liability and Malpractice."

Special Visits!

GMHA had a lot of visitors this month, but one that really stood out was from one of our favorite patients, Matthew Quinata. Mr. Quinata was an inpatient at GMH being treated for COVID for 221 days. He was in the hospital with COVID longer than any other COVID inpatient. He has visited us previously to express his gratitude to GMHA for his care.



We always remind him the privilege was ours. The day he was discharged, the halls were lined with members of Team GMHA who had cared for him. It was a touching and emotional goodbye. On Tuesday, February 27th, Mr. Quinata visited his care team in the ICU. It is a JOY to see Mr. Quinata doing so well and the good news of his continuing recovery is the only thanks we will ever need or want for the honor of caring for him.



Also on February 27th, we welcomed Lt. General Telita Crosland and her team from the Defense Health Agency (DHA). The DHA is an integrated Combat Support Agency that enables healthcare services to the Army, Navy, and Air Force. LGT Crosland was accompanied by representatives from the US Naval Hospital, Guam, including Commanding Officer David Barrows. Discussions centered on challenges that GMHA faces on a daily basis, especially the shortage of specialists and nurses. LGT Crosland shared the nation as a whole is facing the same issue. The three entities also talked about ways for the DHA to provide additional support for GMHA.

Assistant Secretary of the Navy (ASN), the Honorable Franklin Parker visited GMHA on Wednesday, February 28th. We were honored to welcome ASN Parker, who met with GMHA executives to learn more about the hospital, our accomplishments and challenges. He ended his visit with a tour of the hospital. It was a privilege to meet ASN Parker and further expand our relationship with military leadership.



A special farewell

In February, we said goodbye to one of our favorite members of Team GMHA, Dr. Alessandro Giambartolomei from Cardiology. Dr. Alex was one of our cardiologists and the Head of Cardiology at GMHA. He has been with us for many, many years taking excellent care of our patients with his expertise and kind, generous manner. We held a farewell luncheon in

Dr. Alex's honor, where he received an official recognition of his service from Governor Lou Leon Guerrero. We will miss Dr. Alex very much and wish the very best in his well-earned retirement - but, he is welcome back home to GMHA any time!

WHAT'S COMING UP IN MARCH?

BIBA Mes CHamoru! Our favorite month when all the attention is on Guam's indigenous CHamoru people and her cultural heritage! Show your CHamoru pride throughout March and every day. There are so many ways to express and celebrate the CHamoru culture, like donning your best island wear on Fridays (or every day). Ms. Lillian had some wonderful ideas like speaking and learning CHamoru greetings and phrases like, "Håfa Adai" and "Dangkulu na si Yu'os ma'åse!" Decorate your office space using CHamoru-inspired items or make your own artwork celebrating Guam's culture, play CHamoru music in your department and waiting rooms, and enjoy CHamoru food as much as you can! Keep an eye on the GMHA Cafeteria menu this month, you are going to see some of your favorite CHamoru foods!



This month there are several opportunities to recognize our teams during their special commemorations, like our Dietary department. March is National Nutrition Month and the March 13th is National Registered Dietician & Nutritionist Day. March is also Social Services Month and World Social Work Day is on March 21st. Patient Safety Awareness Week is a big one to recognize, too! This month, we also celebrate our CNAs, Hospitalists, Medical Billers, our Pulmonary team, Human Resources, and all our Doctors. March is a wonderful month to say, "hey, I appreciate you!"

There is one special day that will have passed by the time you are reading this and that is National Employee Appreciation Day. Employee Appreciation Day fell on a Sunday this year but every day of the year is an excellent time for our employees to know we appreciate you! You are the most important and valuable resource we have and we are grateful you are here.

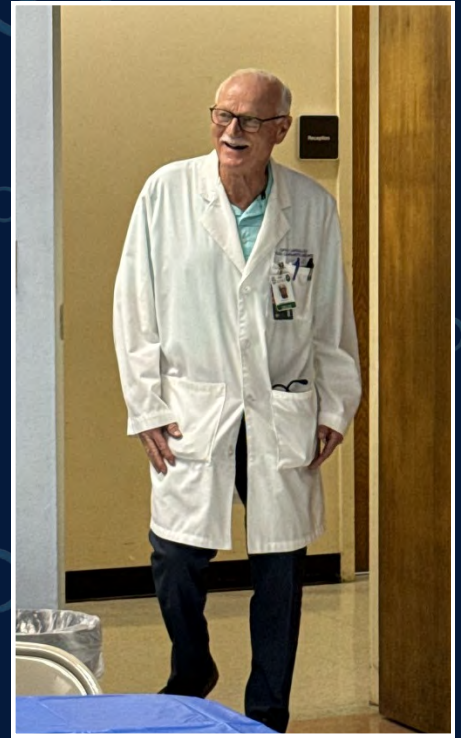


The last holiday in March is one we usually honor in April, but this year, Easter will be celebrated on Sunday, March 31st. Pastoral services will share the schedule of any special services and Mass to be held during Holy Week.

"For he has rescued us from the dominion of darkness and brought us into the kingdom of the Son he loves, in whom we have redemption, the forgiveness of sins."
—Colossians 1:13-14.



PHOTO GALLERY



Thank YOU!

GCC DONATES TO PEDIATRICS

Students from George Washington High School made Valentine's cards for our patients in the Pediatrics ward. They also made a donation of books! We encourage our young patients to read as much as possible!

GMHA and our young patients are grateful for their donation and for remembering our youngsters at Valentine's Day! In the photo, Melissa Palomo (2nd from the left), an Early Childhood Education instructor from GCC, stands with her students from GWHS.



KIWANIS AND PINK LADIES GIFT BOOKS TO GMHA PEDIATRIC LIBRARY

GMHA is grateful to the Kiwanis Club of Guam for their wonderful donation of dozens of brand-new books for all reading levels. GMHA has been building the Pediatrics library to encourage our young patients to discover the joy of reading.

GMHA also thanks the Pink Ladies for their assistance in making this donation possible. BIBA Kiwanis Club of Guam! BIBA Pink Ladies!



"I received excellent service from Emy Ortega. She thoroughly explained the process in billing statements and services. (However, a new building is needed.)"

- GMHA Patient



PATIENT TESTIMONIALS



"I really admired the attention and professional courtesy I received and how Ms. Eleanor San Nicolas gave me options to pay my bill by phone and easily make my payments without stress. I want to commend her courtesy and instructions that were so clear and hassle-free. Thank you!"

- GMHA Patient





AMERICAN
SOCIETY FOR
HEALTH CARE
RISK
MANAGEMENT

Patient Safety Awareness Week 2024

Word Search

E I B S X C O N T R I B U T I N G W E U
 Q M I D E N T I F I C A T I O N K K D F
 S P E C I M E N H C H K A H H W U J U U
 X A E S T A K E H O L D E R S X Z V C U
 T C T P R E Q U I T Y U J U W P O X A D
 D T H X R B K E K X E N U E W B S W T I
 S F N I F O I P E C Q B I T Y R S C E V
 E N I T N D A N Z N N A T A T T E O P E
 R A C N F C J C F A H C F R E T I N Y R
 V L E E M Z L U T L W A R U F R T S A S
 E P V R Q I O U D I U S N C A A I C T I
 G R I E V U T W S V V E N C S C R I T T
 N I T F E H M I W I T E N A E I A O I Y
 I S C F R E B O G V O M L C F A P U T S
 L K A I E U M X V A L N X Y E L S S U E
 E C O D H V L C O N T I N U U M I L D U
 B O R Q D S A F E U E E L B R H D Y E L
 A N P F A T R E A T M E N T J M B C A A
 L R C U L T U R E N V I R O N M E N T V
 A W A R E N E S S E O P A T I E N T R E

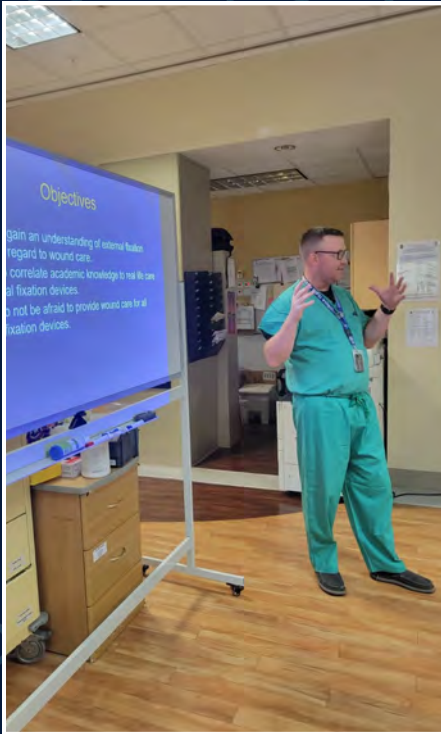
Culture	Different	Impact	Consciously	Identification	Treatment	Patient
Specimen	Plan	Enhance	Serve	Contributing	Labeling	Values
Stakeholders	Adhere	Influence	Disparities	Educate	Accurate	Racial
Continuum	Ethnic	Inclusion	Attitude	Awareness	Risk	Safety
Environment	Equity	Mitigate	Proactively	Diversity	Safe	Proactive

ASHRM Celebration of National Patient Safety Awareness Week Is Sponsored By





PHOTO GALLERY





The **GMHA Volunteers Association** is pleased to introduce our new incoming President, **Hilda Pellacani** and Vice-President **Anna Pangelinan**.

President Pellacani and VP Pangelinan took a tour of the hospital and had the opportunity to see where some of the donated medical equipment is used.

During their visit, they saw the **Treadmill** and **NuStep** that were donated to the **GMHA Rehabilitation Department**. These two machines have helped many patients in their recovery. President Pellacani and VP Pangelinan also visited the Respiratory department where the Pink Ladies donated the **Puritan Bennett 980 ventilator**.

The GMHA VA look forward to more opportunities to support GMHA under the guidance of President Hilda Pellacani and Vice-President Anna Pangelinan.



The Pink Ladies posing with their outgoing President, Toni Pecan. Thank you Ms. Toni for your service to the GMHA VA and our hospital!



You will find lots of great snacks and meal options at the GMHA VA Gift Shop. In addition to potato chips (some are baked!), there are other healthy options for a quick meal or snack.

The prices are super affordable!

Visit the Gift Shop today



The GMHA Volunteers Association will hold its annual charity ball on Saturday, **APRIL 20TH AT THE DUSIT THANI** **TICKETS ARE \$150** AND WILL BE AVAILABLE SOON

Save the Date!





MARCH is a month dedicated to health and wellness, and what better way to celebrate than by embracing **National Nutrition Month!** Get ready for a month of knowledge and empowerment! Throughout March, the clinical nutrition team is excited to bring you not one, but **TWO educational flyers** every week. These informative flyers can help you make informed choices about your nutrition and well-being.

Meet the Experts: Dietitians & Diet Techs

Our team of dedicated dietitians and diet techs are here to empower you with the knowledge and tools about your nutrition. Whether you are looking to achieve your fitness goals, manage a health condition, or simply adopt a healthier lifestyle, their expertise is your key to success.



Pictured (Left to Right):

Kristy Mary (RD), Sharon Azucena (RD), Rozell Almoguera, Eugene Bondoc, Aida Aguon, Richelle Rada (RD), Nicole Anicas

Not pictured: Maria Gersaniba (RD), Carlo Rada (RD), Shimi Inciong (RD), Angel San Agustin, Joseph Carreon

Nourish Your Health: Take Action Tuesday

In our first weekly column, we delve into the world of nutrition interventions that address various health concerns. From managing chronic conditions to optimizing overall well-being, our experts will provide valuable insights and practical tips to help you navigate your nutrition and health. Learn how targeted nutritional strategies can make a positive impact on your life.



Explore Local Flavors with Foodie Friday

Get ready to embark on a culinary journey right in your own backyard! In our second weekly column, our team will be shining a spotlight on local produce, exploring their special nutrients, and offering valuable tips for selection and storage. Stay tuned for delicious recipes to make the most of Chamorro Month.

YOU'RE INVITED TO THE NATIONAL NUTRITION MONTH PROCLAMATION CEREMONY!

We are thrilled to extend a special invitation to you for our upcoming Proclamation Ceremony, where we officially declare March as **National Nutrition Month** and honor March 13, 2024, as

Registered Dietitian Nutritionist Day!



MARCH 13, 2024

Wednesday @ 10:00 AM



Large Conference Room,
Office of the Governor of Guam
Ricardo J. Bordallo Governor's Complex,
Hagatna, Guam

Join us on this exciting journey of wellness throughout National Nutrition Month. Let us make informed choices, savor delicious local flavors, and explore the transformative power of nutrition interventions together!

HAPPY BIRTHDAY

#TEAMGMHA
MARCH BIRTHDAYS

Ryan Aguigui
Joleen Aguon
Mikhailla Alcantara
Almar Alex
Michelle Ambunan
Meghan Joy Amparo
Roseann Apuron
Kisha Apusa
Jeff Arana
Jessica Arceo
Joanna Atoigue
Genevieve Austria
Francisco Babia, Jr.
Esther Balajadia
Michele Banayat
Blair Bockman
John Borja
Maria Theresa Borja
Marisa Borja
Patrick Caguioa
Edwin Camacho
Justine Camacho
Patricia Camacho
Joanne Camemo
Diana Carreon
Avee Choi
Justin Concepcion
Joan Cordova
Tara Cruz

Reynaldo Cuenco
Veronica Cummings
Ma Farah Cunanan
Evangeline Dacpano
Nikki Jean Decipulo
Jun Del Rosario
Kate Dela Cruz
Aloysius Dela Rojo
Rea Dimag
Kimberly Dompur
Adrian Echaure
Olivia Elliott
Hazel Espiritu
Justine Fallejo
Claire Frianeza
Ruedel Galang
Joey Garrido
Sefanie Gogue
Shamara Ishmael
Jamie Javellana
Margaret Kang
Anna Kho
Andrew Ksau
Kimberly Labanza
Primo Lazaga Jr.
Mary Anne Legaspi
Richard Legaspi
Wella Lester
Ma. Clarissa Lipar

Josyrna Llena
Wilma Loja
Hazel Lopez
Mikilani Lujan
Bianca Luy
Dar-Leen Mailo
Janna Malig-On
Elena Mariano
Abigail Martinez
Valerie Meno
Justine Munoz
Chrissy Nangauta
Sandra Naval
Menchie Navarro-Palacol
George Ngiratebl
Ritzchielle Ochavillo
Glena Oyardo
Roberto Padilla Jr.
Kathleen Paguio
Steven Pangelinan
Thea Pangelinan
Luisa Pascua
Marylyne Pecina
Crystal Joy Pegarido
Tyler Pereda
Clarissa Perez
Jennifer Perez
Tesalonica Plaza
Lilian Pojas

Anna Purigay
Christelle Rada
Jenina Rivera
Sherena Rosadino
Pamela Saliva
James Sampayan
Joelyna San Agustin
Cirena San Nicolas
Brenda Sana
Vanessy Santos
David Sin
Katleah Sinlao
Ildefonso Solatan
Allen Soriano
Denise Spies
Ariel Sumbo
Daniel Sussex
Mary Taimanao
Darlice Taman
Christopher Terlaje
Patrick Terrado
Paul Torre
Annabelle Tudela
Isabella Valencia
Voltaire Valencia
Annabell Vaughn
Michelle Wong
Jocelyn Zamora
Frances Zaragoza





HOSPITAL ACCREDITATION

USP-797 REVISIONS FOCUSING ON STAFF COMPETENCY

In 2023, pharmacy departments experienced some big changes in regulatory requirements. As a result, hospitals should prepare for how those revisions will impact surveys. What happened? On November 1, 2023, the final revisions to the United States Pharmacopeia (USP) General Chapter Pharmaceutical Compounding – Sterile Preparations became official. Among the plethora of changes, you will find the importance of staff training and competency to perform sterile compounding front and center. After all, USP standards are nationally accepted standards of practice that have been adopted by CMS and most State Boards of Pharmacy with good reasoning. The USP standards are developed to reduce risks of contamination and incorrect dosing which ultimately safeguard patients from infections and medication error...

...continued on [CIHQ's Accreditation Resource Services Blog](#).



COMPLIANCE TIP OF THE MONTH

The compliance tip of the month for March is focused on Dietary (Nutrition) Services. Specifically, the requirements around the approval of menus by the dietician.

The challenge for organizations begins when they are asked by a surveyor to provide evidence that the diet menus have been reviewed and approved by the hospital dietician. Organizations can be cited at a standard level deficiency when they are unable to provide the evidence.

Acceptable evidence can simply be a signature indicating approval or meeting minutes showing an approval by the dietician. This is particularly problematic in an organization where the service may be provided via contract or written agreement. While the holder of the contract may have approved the menu's, it is the onus of the hospital's full or part-time dietician to approve them.

The CMS regulation is included below. Additionally, the CMS interpretive Guidelines are included for further clarification. CIHQ encourages organizations to evaluate the menu approval process to identify a compliance issue, and develop and implement a plan to eliminate the potential for a deficiency to be cited during the survey.

...continued on [CIHQ Journal](#)



ARS REGULATORY ALERTS

- [FDA Issues Class I Recall of Medfusion Model 4000 Syringe Pump](#)



ONGOING COMPLIANCE OFFICE TRAINING

The Compliance Office trainings will be through our Learning Management System (LMS) provided by MCN Healthcare. Below is a list of on-going training(s) through the Compliance Office:

- Medicare Beneficiary Discharge Appeal Rights

Staff required to take trainings will be emailed directly through MCN eLearning. You may follow-up with the Education Department if you have any questions.



CIHQ-ARS WEBINARS

UPCOMING CIHQ-ARS WEBINARS (CEUS PROVIDED):

What You Need to Know About Business Occupancies

March 15, 2024 Webinar

Most of the attention during any type of a survey is spent in the hospital/healthcare occupancies. But what about the other locations...

Managing Human Resources from an Accreditation Point of

View

March 28, 2024 Webinar

For those who are interested in attending the free webinars provided by CIHQ-ARS, contact the [Compliance Office](#) for more information. (registration with a GMHA email is required)



APPRECIATION GATHERING



The GMHA Nursery/NICU held their annual Appreciation Gathering on Sunday, February 25th in a show of appreciation of their staff for their hard work and efforts throughout the years since COVID began.

This is the first time the team, who usually celebrate once a year, has celebrated with each other since pre-COVID.

They invited some special guests to join in the festivity, including two retired GMHA head nurses, Avelina Opena from Nursery/NICU and Marivic Guiao from the Obstetrics Ward.

The Nursery/NICU team also invited pediatricians Drs. Sarmiento, Blancaflor and Domalanta.



"Thank you so much to Eleanor San Nicolas for helping me. I'm very grateful because you opened your hand and heart to hear me. Thank you so much."

- GMHA Patients



PATIENT TESTIMONIALS



"Service was quick and efficient. Good job all the way around. Theresa Borja was very easy to work with"

- GMHA Patient





**THIS IS YOUR [GMHA LIFELINE NEWSLETTER!](#)
THANK YOU FOR BEING PART OF OUR [#TEAMGMHA!](#)**

Your dedication and contributions make a real difference.

Together, we'll continue to improve.

Until next time, take care!

[HAVE ANY IDEAS OR SUGGESTIONS?](#)

EMAIL US AT COMMUNICATIONS@GMHA.ORG

WHAT'S COMING UP IN APRIL?

We'll find something a little more fun to share in April, but in the meantime, don't forget the deadline to file your taxes is

[April 15th!](#)

**Tax 
Season**

Follow us On



EST 1946