



GMHA LIFELINE NEWSLETTER

APRIL 2024 ISSUE



MESSAGE FROM THE ACTING HOSPITAL ADMINISTRATOR



Hâfa adai Team GMHA,

Happy Easter everyone. I hope your day was full of blessings and opportunities to be grateful for the day.

We have many opportunities in April to focus on important healthcare recognitions, like Defeat Diabetes Month. Let's practice and share the steps we each take to protect ourselves from Diabetes or keep it in check if we have it. April is also Foot Health Awareness Month and National Volunteer Month to recognize our Pink Ladies for their many contributions to GMHA.

Anesthesia Technicians Week and World Healthcare Workers Day and Week both happen in the first week of the month. Radiological and Imaging Nurses Day is on April 12th and the following week is Health Information Professionals Week, recognizing our HIM department. The last full week is dedicated to our Administrative Assistants who keep our executives, directors, and managers on track. The last week is dedicated to National Patient Experience Week, something important to all of us. In closing, I would like to congratulate Dr. Vincent Duenas on his retirement and for his service to both GMHA and the SNF. Dr. Duenas has served at GMHA for 45 years. He is known as a kind and well-respected man. We will miss him greatly and wish him the very best.

Best Regards,

Dr. Dustin Prins



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WHAT HAPPENED IN MARCH?



BIBA Mes CHamoru! Team GMHA enjoyed celebrating CHamoru Month by wearing island wear on Fridays and enjoying delicious local food in the Cafeteria. Thank you to everyone who showed their Guam pride during Mes CHamoru!

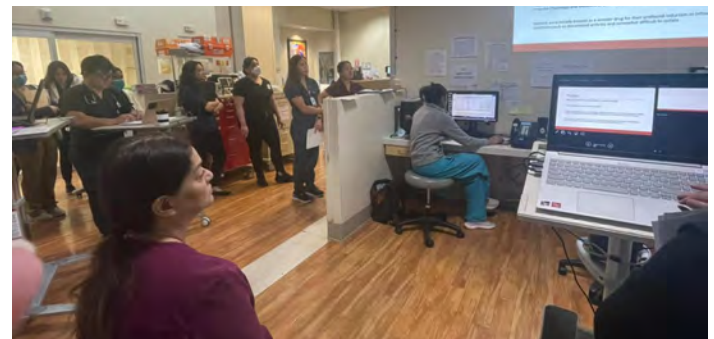


Several of our teams were honored with special recognitions from the Governor's Office and the Legislature. Our Dietary department received a proclamation from the Governor's Office recognizing March as National Nutrition Month and March 13th is National Registered Dietician & Nutritionist Day. The team held a Nutrition Month WAVE at the ITC intersection and earned lots of "honks" in support. Our Social Work Team was also recognized during Social Services Month and on World Social Work Day.



Congratulations to Pilarita "Lelet" Villanueva from our Laboratory. Lelet, a Medical Laboratory Technician IV, was recognized as the Employee of the Quarter, CY-2023. Lelet was nominated and selected based on her commitment to our Laboratory and GMHA. She is an example to all of us all and we're very proud!

The ICU held a series of training opportunities, titled ICU March Didactics. The courses included Assessment of Pain, Steroids in the ICU, and Introduction to PADIS. The goals of courses were to enable the ICU team to improve their skillsets at recognizing potential hazards, such as with steroids. The ICU Didactics are a continuation of the training being offered to the ICU staff under the tutelage of Dr. Joleen Aguon. Attendees earned CME credits in addition to the valuable information and training.



This month, our Human Resources team launched its Career Day and Job Fair project to attract new employees to GMHA. HR worked with Marketing & Communications to create some of the new branding tools, like posters of GMHA employees who work in the positions we are looking to fill. HR also created flyers and other promotional materials to entice young students preparing to enter the job market to consider employment at GMHA as an excellent choice. The HR Team has been attending high school and community job fairs. They will continue to seek out new opportunities to promote the benefits of becoming part of Team GMHA.





Big congratulations to Team 34, on completing the Dan Dorr Advanced Leadership Seminar! This year, the participants included Vinny Cruz from IT & Communication, Mary Rose Legaspi from Social Services, Jeffery Vega of Patient Registration, Craig Marquez from Social Services, and Jacqueline Delos Reyes from Rehabilitative Services. We are very proud of your accomplishments and look forward to watching you apply your new leadership skills to your departments. We also thank our Hospital Administrator/CEO for being able to attend the graduation ceremonies and extend her support to Team 34.

We are thrilled to welcome back one of our GMHA family members, Jannica Quintanilla! She just couldn't stay away and we're thrilled she is back. Jannica is working hard as the Medical Social Services Administrator! Welcome back, Jannical! We missed you!



Team GMHA would like to thank Dr. Dustin Prins for taking up the mantle from Ms. Lillian and agreeing to be Acting Hospital Administrator/CEO while she is on personal leave. We're happy to see Ms. Lillian taking the well-earned time off to rest and take care of herself so she can come back to us as soon as possible. We will miss you, Ms. Lillian! Come back soon!



We also want to say farewell and happy retirement to Dr. Vincent Duenas. The doctor officially retires on March 31st and then in perfect Dr. Duenas-style, he returns to the SNF to fill in for Dr. Lizama for a few weeks. It is only temporary and the perfect example of how dedicated, loyal, and professional Dr. Duenas is, especially when it comes to GMHA patients and SNF residents. Dr. Duenas was honored today with the highest recognition given by the Governor of Guam. He was the recipient of The Governor's Award, presented to him at the Governor's Office by our Maga'hågan Guåhan Lou Leon Guerrero.



March was a great month, ending with a wonderful Easter Sunday. We hope you spent Easter with family and friends commemorating the Resurrection of our Lord and the fellowship of being together. GMHA wishes you a very happy and blessed Easter.

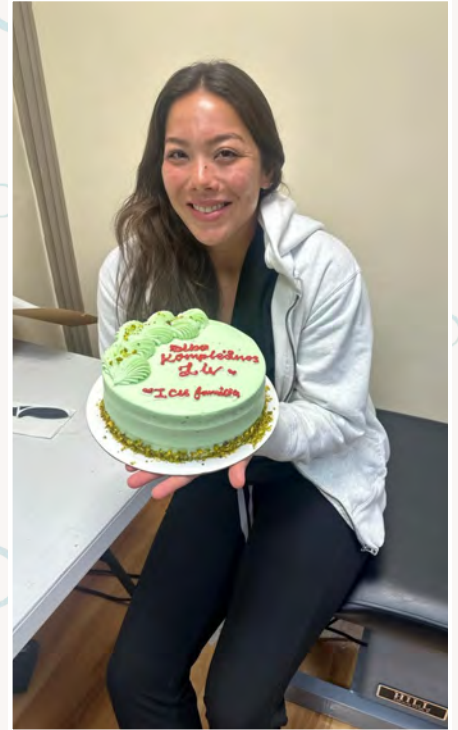
WHAT'S COMING UP IN APRIL?

We head into April still in a quandary over where the new GMHA will be built. The governor has vetoed the bill to mandate the new hospital be built at Oka Point. As of the time the GMHA Lifeline went to press, the legislature did not have enough votes to override the governor. We continue to wait for a final decision on where the new hospital will be built and hope it is one that is in the best interest of Guam.

You may soon see a new look in our Radiology department as they have updated the art on their walls with colorful scenes of Guam. Radiology's efforts to spruce up their department and give it a new, more inviting look has inspired a second art project. This one is still in the planning stages and involves the entire hospital. If you have artistic talents that you would like to share, keep checking your email and the GMHA Lifeline Newsletter for more details! And if you would like to join the "Project Hospital Artwork" team, send us a message at communications@gmha.org



PHOTO GALLERY





Congratulations!

CY - 2023 | Q4

EMPLOYEE OF THE QUARTER



Well done,
Pilarita "Lelet" Villanueva

Medical Laboratory Technician IV

WELL DONE

ISABEL FLORES Prevents Medical Error

Isabel Flores (Intensive Care Unit), Staff Nurse II - Clinical I

Isabel was awarded for her Good Catch in noting an inconsistency in the documentation that could have led to a serious medical error. Isabel made sure the correction was made to the documentation and the healthcare team was notified.



SABINA WIEGAND Corrects Medical Dosage Error

Sabina Wiegand (Pediatrics), Staff Nurse I

Sabina noted an incorrect medication dosage had been dispensed. Sabina has the medication returned to the Pharmacy who then provided the correct dose for the patient.

CAPTION for Sabrina Wiegand photo: Hope Camacho, Pediatrics Unit Supervisor, accepting the Good Catch award on behalf of Sabrina Wiegand



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

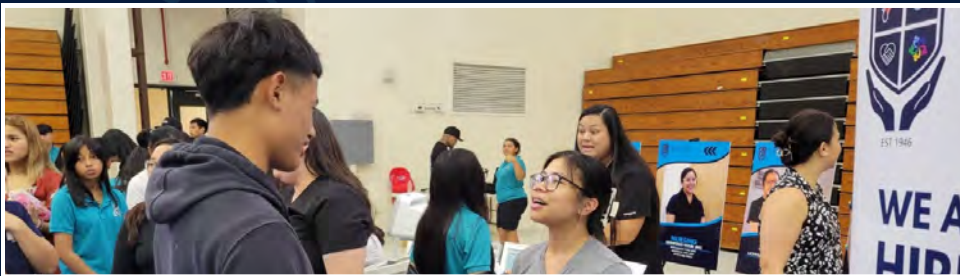
- GMHA Patient

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



GMHA JOB FAIR AT SOUTHERN HIGH & GWHS





GIFT SHOP HOURS!

Don't forget the GMHA VA Gift shop has a great selection of snacks and options for a quick meal. Gift shop hours are:

Mondays 10 am - 1 pm and 2 - 4 pm

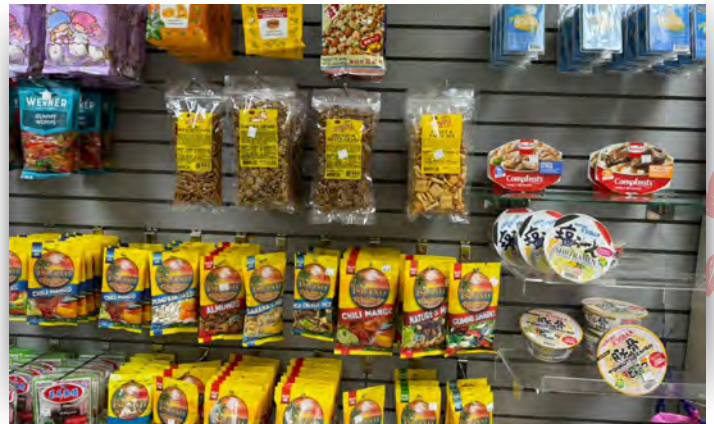
Tuesdays 9 am - 12 noon and 1 - 4 pm

Wednesdays 9:30am -12:30pm and 1:30 - 4pm

Thursday and Fridays 9 am - 12 noon and 1 - 4 pm

Closed on Saturdays and Sundays ♥

VISIT THE GIFT SHOP TODAY! ♥



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!



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!



HAPPY BIRTHDAY

#TEAMGMHA
APRIL BIRTHDAYS

James Abucay
Jeff Aggabao
Glen Aguon Jr
Andrew Aguon
Beverly Aidel
Maria Rizza Alberto
Mark Aparicio
Megan Julyne Aquino
Ramir Arana
Mark Armas
Gerald Asuncion
Cassandra Balajadia
Rosette Baluyut
Raymard Bansil
Florentina Bascon
Allison Batzel
Edward Blounts
Donna Borja
Michael Borja
Annie Bukurrou
Roy Burgos
Gilbert Calma
Hope Camacho
Valerie Camacho
Mary Ann Carter

Daisa Castro
Legaspi Celeste
Francine Cepeda
April Lynn Concepcion
Agnes Crisostomo
Issiah Cruz
Melvin Cruz
Mark Cuison
Elizabeth Deausen
Evangeline Dela Cruz
Avegail Dizon
Arlene Dotimas
Vincent Duenas
Christopher Echaluse
Maria Edubalad
Mark Anthony Enate
Roxanne Espia
Eliza Beth Estrada
Shirae Antoinette Fejeran
Cherrylyn Felipe
Sarah Floyd
Rogelio Garcia
Jill Gatdula
Cornelio Golez
Rolly Golez

Tanya Gumataotao
Melissa Hayes
Yukari Hechanova
Gil Joya
William Kando
Mary Rose Legaspi
Justin Leon Guerrero
Mary Ann Lopez
Charisse Macapagal
Eva Manalang
Charlotte Manaois
Rachel Manglona
Divina Manibusan
Liesel Medrano
Ellis Ray Meno
Napoleon Navarrete
Marcelina Olamit
Jonah Padua
Alexandria Paragas
Michelle Pineda
Arielle Primero
Carla Quan
Kianalynn Quitaro
Carlo Rada
Marilyn Rivera

John Raymond Sablan
Rachel Sablan
Ariane Sagun
Arlene San Nicolas
Marvin San Nicolas
Sean Santiago
Michelle Santos
Codie Sayles
Rachel Sigam
Ulysses Story
Mary Sutherland
Ramona Taga
Jose Taitague
Calvin Jayson Terte
Florita Tiong
Alexa Tiro
Robin Torre
Abraham Brown Toves
Kristin Ubaldo
Ofelia Velasco
Susana Verzosa
Arnoll Vicente
Shiina Yasukawa
April Yumol
Joseph Zapanta



HOSPITAL ACCREDITATION PERFORMANCE IMPROVEMENT IN DISCHARGE PLANNING

There are many reasons to assess and improve the performance of the hospital's discharge planning processes, but did you happen to know it is also a CMS requirement? That's right! Under CMS CoP Standard §483.43(e) hospitals are to conduct ongoing assessments of their overall process for discharge planning. But wait, there's more! Now, CMS is aiming at CoP Standard §482.43(d) which requires hospitals to provide "necessary medical information" to post-acute care (PAC) providers; e.g., skilled nursing facilities or home health agencies. Let's explore §483.43(e) and §482.43(d) Standard requirements and examine a new focus area for hospitals to prevent readmissions and maintain survey readiness...

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

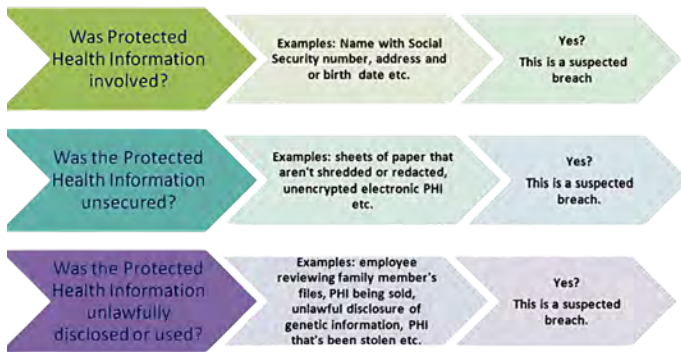


COMPLIANCE TIP OF THE MONTH

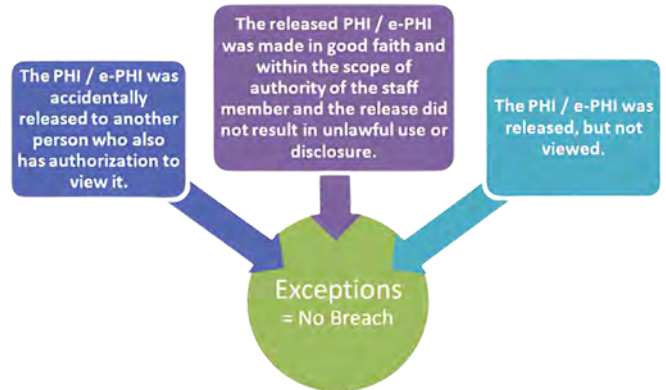
Definition of a breach: A breach is defined as the "unauthorized acquisition, access, use, or disclosure" of Protected Health Information (PHI) or Electronic Protected Health information (e-PHI) that can compromise the privacy and/or security of this information.:

See: <https://www.hhs.gov/hipaa/for-professionals/breach-notification/index.html>

How to Confirm Suspicion of a Breach?



There are Some Exceptions that Apply:



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):

CMS & Grievances - From Beginning to End
 April 25, 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...

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)



★ **BY: ROSEANN APURON, RNC-OB**

Certified Nurse Assistants (CNAs) play a vital role in the bedside care of our patients. In GMHA's Telemetry-PCU Unit 34 staff make up this team of CNAs who provide quality and safe care to our island community. Venturing into a new approach of conducting a team meeting for their CNAs, Unit Supervisors Tamara Cruz and Roseann Apuron hosted two sessions of a first-ever Telemetry PCU Certified Nurse Assistant Workshop on February 28, 2024. The 2.5 hour interactive and educational training workshop tackled 5 objectives that invoked critical and creative thinking, encouraged problem solving, involved active listening, fostered open and honest communication while receiving constructive criticism, necessitated teamwork to accomplish tasks and boosted morale by sharing love and gratitude for one another.

The goal of this workshop was to re-evaluate the roles and responsibilities of our CNAs, share ideas on how to improve the patient care experience, work together to execute fundamental skills, understand the concepts of a Just Culture in the workplace, and effectively communicate to complete a team challenge and show appreciation for each other. Participants in this course commented that the conference was enjoyable, good and effective, allowed for an awesome team bonding experience, was much needed and facilitated effective thinking, provided great engagement, was fun with interesting topics, was much needed and informative and that staff learned a lot. The Telemetry-PCU Unit Supervisors look forward to hosting more training events in the near future for the rest of their team.

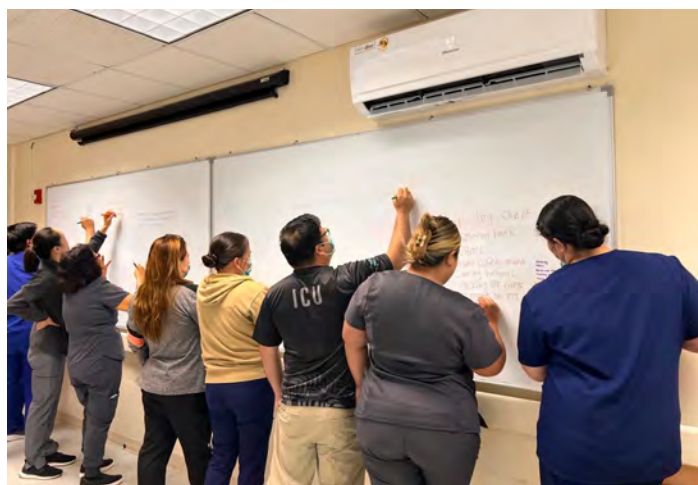
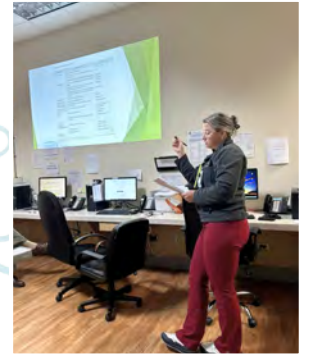
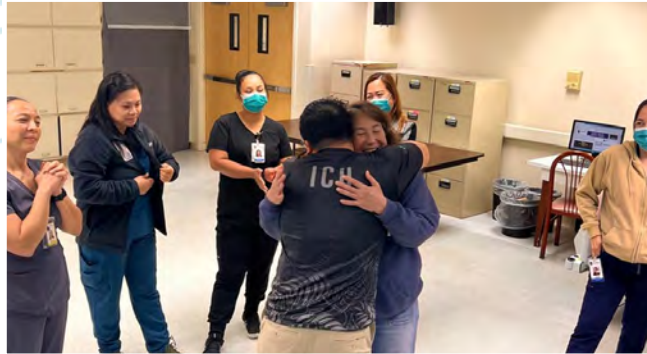




PHOTO GALLERY





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 MAY?

Two of the biggest celebrations of the year!
National Nurses Month, Week and Day and
National Hospital Week which include the
Friendship Games with our healthcare
partners, GRMC and the USNH!



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