



GMHA LIFELINE NEWSLETTER

JANUARY 2024 ISSUE



MESSAGE FROM THE HOSPITAL ADMINISTRATOR



Håfa adai Team GMHA,

What a wonderful Holiday Season! It was great to see everyone participate in the Christmas Spirit Week, wearing their festive costumes each day. Thank you to the Spirit Committee for planning the event and organizing the raffle.

I would also like to recognize the Business Office for their outstanding Christmas decorating competition. As a judge, I can tell you it was very hard to select the winner.

Every nook and cranny of the office was decorated from the floor to the ceiling - including the staff. Santa, Mrs. Claus, a whole bunch of elves, and others on the Business team were dressed to the nines! Congratulations to the Billing and Follow Up teams, who tied for first place.

I was humbled by the amount of donations made to our neonatal and pediatric units this Christmas. We received donations of much needed disposable diapers and wipes for our younger patients and toys for all the children of every age and gender. We had so many toys donated that it looked like Santa's workshop had moved to GMHA. And speaking of Santa, we welcomed the jolly old elf to GMHA on December 23rd to visit our young patients. The following week, they visited our residents at the SNF.

Our nurses were able to take photos with Santa but the best part were the video messages! Santa and Mrs. Claus recorded personalized videos for nurses' who would be away from their children on Christmas Day. The messages were so sweet that many of the onlookers were wiping tears of joy from their eyes. We were blessed with other donations, too, like wheelchairs and cribs. Christmas is truly a joyous and wonderful time of year.

In closing, I would like to wish you all a year full of hope, love, laughter, and prosperity. May the good and gracious Lord be with you throughout 2024 and guide your footsteps to joy and success.

Lillian

si Yu'us ma'åse',

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WHAT HAPPENED IN DECEMBER?

December was a busy as well as exciting, fun, and joyful month. In addition to Team GMHA celebrating Christmas donations and special performances throughout the month, we also achieved some important milestones. There has been a lot of concern about mold at the hospital and the SNF since Typhoon Mawar in May 2023. We have had the Industrial Hygiene Professionals (IHP) conduct in-depth mold assessments. The IHP reports have been completed and are under review. Once reviewed and approved by the Board of Trustees, we will share the information with the public.



The key takeaways is the IHPs have determined the current levels of mold do not constitute a threat to patients, staff, or visitors and they are also providing us with specific recommendations for improvement. This is a huge relief for all of us. Also, during the second half of CY2023, the hospital-wide HVAC system was stabilized, which diminished the risk of mold growth at GMHA.

We also continue to procure the replacement of Air Handling Units (AHUs) throughout the hospital. We continue to work towards awarding a contractor to the complete installation and commissioning of the electrical system for A/C split units for clinical areas on the 2nd floor, particularly in the OB unit. .

Governor Authorizes Funding Source for Nurse Raises

Governor Leon Guerrero authorized DOA to use a portion of the \$30M from vendor payables to fund a six-step base pay increase for GMHA nurses. Last year, we lost 70 nurses, mostly due to dissatisfaction with their pay in comparison to other hospitals, both local and nationwide. January 2023 to November 2023, we spent more than \$6.2 million on salaries for travel nurses. With this funding, GMHA will be able to recruit much more aggressively. As a government agency, we are prohibited from offering sign-on bonuses but can compete on a more comparable playing field in terms of wages and fringe benefits. This is great news and we hope to see some new faces among our nurses soon.



December Festivities Recap

In addition to these milestones, we had a lot of fun in December. There are several photo galleries in this issue capturing all the holiday antics from the Christmas season. GMHA joined our fellow Government of Guam agencies to participate in the Governor's Parade of Lights at Skinner Plaza. We had a booth where we encouraged people to follow our social media sites and passed out candies to the good boys and girls... ironically, only good boys and girls were in attendance that night. The floats were amazing! We are committed to participate next year with our own float and hope we can count on everyone to share their ideas and manpower to create something really special for GMHA!





WHAT'S COMING UP IN JANUARY?



Martin Luther King, Jr. Day

We hear voices in the hallways lamenting that there are no more holidays until May 2024. Oh, that is so not true! In fact, there is a holiday this month for Martin Luther King, Jr. Day, also known as the King Day of Service, on Monday, January 15th. We are encouraging everyone to honor the great man by performing a service for others. If you need an idea, check out [20 Service Ideas for Martin Luther King, Jr. Day](#).

Parking Expansion

We are closer to realizing our parking expansion! Architectural and engineering (A/E) designs are being reviewed and recertified in preparation for procuring construction services. We will keep you posted on when you can expect to see some work happening, especially along the center island.



LOX Expansion Underway

Work to install the new Angiography Suite and Hemodynamic Unit is in progress. The floor has been poured and we move closer to completion every day with projected completion in April of 2024. It will be a great moment! You have probably noticed the work going on at the Liquid Oxygen (LOX) storage site at the end of the building, near the Facilities Management offices. The LOX project includes an upgrade and expansion of the shelter for a new liquid oxygen tank. You may have seen the new LOX being delivered and lowered into place by a giant crane.



Food Trucks & Healthy Vending

This month, we've started to welcome back our food truck friends! We welcomed .50 CAL-Zone last week and look forward to more of our favorite food trucks to join the schedule so we have lots of delicious options for lunch in 2024.

Also, as you may already know, The Farmacy vending machine is back in service in the main lobby with several healthy options, including fresh salads and fruits. The Farmacy machine only accepts credit and/or debit cards. Treat yourself to something delicious that is also good for you.

Newsletter Content

We have added some of our previous content back, by request. In this issue, you will find more photo galleries, employee birthdays, and the Volunteer's Corner. If you have a suggestion or a great idea, please share it with us at communications@gmha.org. This is YOUR newsletter, let us know how we can improve it!





CHRISTMAS SPIRIT WEEK



Merru. Mory Mornine



Merru. Mory Mornine



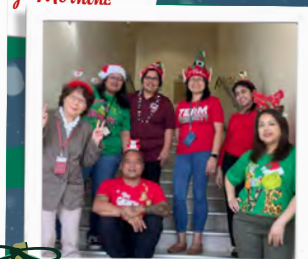
Merru. Mory Mornine



Naughty Or Nice



Naughty Or Nice



Naughty Or Nice



Holiday Hair, don't care



Holiday Hair, don't care



Sweata Weatha



Sweata Weatha



Holiday Hair, don't care



Rockin' Around the Christmas Tree



Rockin' Around the Christmas Tree



Rockin' Around the Christmas Tree



Sweata Weatha



FOR MORE PHOTOS

Follow us on

THANK YOU!

MRS. LINA MCDONALD AND THE PINK LADIES SPREAD CHRISTMAS JOY WITH PEDIATRICS DONATIONS!

GMHA is grateful for Mrs. Lina McDonald, one of our Pink Ladies. Lina organized a Christmas donation of books, toys, and holiday gifts for the children staying with us over the holidays. We witness the generosity of the GMHA Volunteers every day, but the holidays are special.

At Christmas, their hearts shine brightly with joy, lighting the way for others to find the spirit of giving.

Merry Christmas, Pink Ladies! Your support for Guam's only public hospital is a gift we appreciate every day of the year.



CHRISTMAS EVENTS



The Young Mens League of Guam brought Christmas cheer, singing carols for residents at the SNF and GMHA. Their annual visit lifts our spirits and is deeply appreciated.



Santa and Mrs. Claus made their 2nd annual Christmas visit to GMHA, spreading joy in the Pediatric unit and SNF. They lit up faces of everyone, bringing warmth during this festive season!



Toys for Tots brought joy to GMHA's Pediatrics Ward with a special delivery from Lance Corporal Garrett Gillepsie. Their considerate gifts, lifted the children's spirits at the hospital!



The Salvation Army and Guam Fire Department stations in Yona, Tamuning, and Astumbo collaborated to donate toys, baby items, clothes, and educational toys for children spending the holidays in our Pediatrics ward!



The Kiwanis Club of Guam brought holiday cheer to GMHA with a generous donation of diapers, wipes, water, adorable clothes, and toys for our NICU/Nursery and Pediatric wards!



GMHA is immensely grateful to the Filipino Ladies Association of Guam and the GMHA Volunteers Association for their generous donation of five new wheelchairs. This invaluable gift will greatly assist patients throughout the hospital!



GMHA's Respiratory Department spread holiday cheer to Harvest House with their donation of toys for Christmas! Spreading that holiday spirit! Merry Christmas from GMHA's Respiratory Dept.



CHRISTMAS EVENTS



The Radiants and The Borja Sisters, brought music to GMHA's Pediatric ward with holiday carols and personalized gifts for young patients.



Team GMHA participated in the 2023 Governor's Christmas Parade at Skinner's Plaza. Thanks to all who visited our tent!

[Image Source: Customs & Quarantine Agency (@guamcq) on Facebook]





Apple Medina (Hospital Staff Nurse II):
Apple identified a look-alike sound-alike error while preparing a medication for administration. Pharmacy was notified, and the correct medication was dispensed.



Margaret Kang (Clinical Pharmacist) and Maria Linlyn Illog (Pharmacy Tech):
Meg reported that Linlyn identified a medication concentration issue, which was then corrected before the medication was dispensed from Pharmacy.

WELL DONE



Sarah Floyd (Hospital Staff Nurse II):
Sarah identified and corrected a patient label error on a medication administration record.
[Pictured: Tamara Cruz, Unit Supervisor, receiving the award on Sarah's behalf]



Ruth Sabangan (Hospital Staff Nurse II):
Ruth identified an incorrect medication dose that was dispensed. Pharmacy was notified, and the correct medication was dispensed.
[Pictured: Hope Camacho, Unit Supervisor, receiving the award on Ruth's behalf]

PATIENT TESTIMONIALS

“Excellent professional customer service! Contact with all GMH employees, including security personnel, gave those welcoming and caring impressions.”
- GMHA Patient

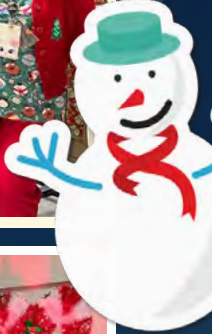
“Dr. Paul Muna-Aguon and his staff assisted me throughout the whole process which included the preliminary, during, and after visits. Dr. Muna Aguon has great sincerity in treating and helping patients. He made a friendly assessment of my medical history and recently called to provide an update on lab results that brought my anxiety level down.”
- GMHA Patient

“Regardless of the news media reporting of GMH, my first impression and contact with GMH staff is that they seem very genuine to serve in any way they can with the available resources. I continue to hope and pray for the best for GMH and its public servants, they deserve the state-of-the-art medical treatment facility.”
- GMHA Patient





PHOTO GALLERY



MERRY CHRISTMAS



FOR MORE PHOTOS

Follow us on



GIFT SHOP HAS REOPENED!

Great news! The GMHA Volunteers Association Gift Shop has reopened! Thank you to everyone for your patience while repairs were being completed. It is wonderful to be open again and able to offer visitors and staff a wide array of gift options and snacks, your choice of healthy or naughty.

The Gift Shop is also a great place to get ready to heat and eat meals, plus some not so healthy treats which are fine in moderation. Stop by and visit us! You will be pleasantly surprised by our large selection of gift items, toiletries, and food items – and even more surprised and pleased by our great prices!



RAFFLE WINNER!

We would also like to thank everyone who participated in the GMHA VA Holiday Raffle in December.

GMHA Volunteer of the Year Aurea Fisher was the lucky winner of the \$10,000 grand prize. Other wonderful prizes included the holiday gift baskets, one each were donated by the Governor and Lt. Governor and others by the Pink Ladies. The baskets included a full Christmas dinner with all the fixin's but the turkey!

Make sure you visit our section of the GMHA Lifeline newsletter for more news and special events the GMHA VA is planning for 2024!



PATIENT TESTIMONIALS



"I can never thank the staff enough for the comfort they've placed in my care while admitted here at GMH hospital. Doctors, Nurses and Cleaning Staff gave so much comfort and love in everything they did that I definitely don't mind staying in a hospital that's a 2 star appearance because the love poured into their care was way beyond 10 stars."

- GMHA Patient



"I walked into billing saw & spoke with Mr. Gerald Sotomil. Speaking to him provided all my paper works for him to clear my bills. He helped me through the processing for my return of reimbursement. I really want his Manager & Supervisor to acknowledge his hard work & determination! He deserves an award! He needs to be recognized!! Gerald, just know how much my family & I appreciate you! If anyone wants to know what 'Real Customer Service' is like - He's one great person to go to!"

- GMHA Patient



"Ms. Camacho, Therese and their supervisor in this billing department deserve to be recognized! Give all of them that recognition! They're all so patient giving back to the people of Guam & serving us. I know your job isn't easy dealing with many people that have different personalities!"

- GMHA Patient





READY TO JOIN THE JANUARY 2024 HEALTHY NURSE HEALTHY NATION CHALLENGE?

In a profession such as nursing, with long shifts and stressful situations, it can be difficult to feel work-life balance. Often times your role as a nurse will be more demanding, while during other periods, your home life will require more of your time and energy (like when planning a wedding or caring for young children or aging parents). How much time and attention do you give to your professional role as compared to yourself, family, and leisure? Your work and other areas of your life are not always going to be equally balanced and the stress of being pulled too much in either direction can lead to burnout.

January’s 10-Day Find Your Balance challenge focuses on exploring ways to cope with juggling your responsibilities at work and at home, while looking at what may be realistic for you. Let’s do it together.

STARTS JANUARY 15 TO JANUARY 26, 2024

ARE YOU READY? LET’S GO!



Register to join HNNH at:
<https://www.healthynurseshealthynation.org>



GMHA is an organizational partner with HNNH. All staff may join as a member and participate in the competitions. Questions: please call 647-2351 for Renee in the Education Department. Support for the Patient Experience program is sponsored by the GEDA QC3 Series 6 Grant.



PATIENT TESTIMONIALS



"To all the Nurses and Staff on the 4th floor, Vanesha, Grace, Emily, Rachel, Jeanette, Erica, Sheryl... Hope I didn't forget anyone! Mr. Jeff from the cleaning staff: a very GIGANTIC THANK YOU for All you've done to make me feel comfortable and well taken care of. You've displayed so many positive characteristics that your employer should indeed recognize."

- GMHA Patient



"I would like to thank everyone at Surgical Ward for all their support and care. If you ask me they don't get enough recognition for what they do. Thank you and Si Yu'os Ma'ase also to Housekeeping Jeff, Mike, Nelly for keeping my room clean."

- GMHA Patient



"I am blessed that Dr. Muna-Aguon came back to our beautiful island to serve our people. Because of you, I am able to go through this already difficult life happier. I truly was afraid of allowing a young doctor to conduct my procedure but with the confidence and comfort you've talked me through, I am beyond blessed I did. Thank you all for the love you pour into this world and the service and sacrifice you give to our people of Guam."

- GMHA Patient



HAPPY BIRTHDAY

#TEAMGMHA
JANUARY BIRTHDAYS

Arthur Aglubat
Emiretha Aguilar
Nikkie Aguilar-Molleno
Tony Aguon
Ben Alave
Franshaw Anicas
Suzanne Aquino
Lalyn Arca
Chad Ascura
Jeanie Balbin
John Bascon
Jemolly Basilio
Quina Bato
Dave Bayuga
Evan Bejerana
Maricel Biluan
Rosario Cahill
Nadine Calvo
Carolyn Camacho
Arielle Candelario
Janae Castro
Hanielle Casupanan
Elvie Celeste
Veronica Censon
Johnnie Cepeda
James Concepcion
Liezl Concepcion
Rozelle Concepcion
Lola Cruz
Tamara Cruz
Vickiann Cruz
Rolly De Juan
Laarni De Leon
Mylene De Leon
Gerald De Roxas

Jonathan Donato
Connie Dudkiewicz
Annette Duenas
Nanette Ermitano
Angelina Eustaquio
Kimberly Flores
Evelyn Gimoto
Ave Golez
Irma Guiao
Emelyn Guillermo
Ashlee Haruzi
Emy Ilagas
Cathy Imson
Shimi Inciong
Eugenia Jeung
Jessicah Jimenez
Angela Leceta
William Lee
Glynis Leon Guerrero
Margarita Leonen
Jennifer Lizama
Alfred Maliaman
Maricon Manalac
Joy Ann Mapalo
Ligaya Mariano
Craig Marquez
Melba Mendiola
Kristina Mesa
Rheana Jean Molinos
Babylyn Mon
Glaiza Montemayor
Ericson Monton
Regine Movida
Norlan Ocampo
Ma Geneveve Padilla

Olivia Palacios
Cecilia Pangelinan
Dolores Pangelinan
Tricia Pangelinan
Tina Marie Pinaula
Robert Quinata
Frances Quintanilla
Magnolia Quinto
Vera Quitano
Gene Razo
Roman Respicio
Jordan Reyes
Angelito Roque
Frankie Rosalin
Josefa Janelle Salas
Robert Sales
Maria Fe Samia
Teresita Sampayan
Railyn San Agustin
Liana San Lorenzo
Jill Sanchez
Christopher Santos
Micole Santos
Jason Sapalaran
Jeffrey Shay
Jazmin Taitano
Jessica Takai
Stephanie Tenorio
Isabella Terry
Anisa Maria Topasna
Antonio Torres II
William Toves
Feroza Vida
Raymond White



HOSPITAL ACCREDITATION SELECTING ANNUAL PERFORMANCE IMPROVEMENT PROJECTS

Each year, the hospital governing body must decide the number of performance improvement (PI) projects to be conducted, along with the scope of each project. If this comes as a surprise, you're not alone. CMS standard 482.21(d)(1) is commonly overlooked by hospitals. Additionally, many hospitals struggle with understanding CMS' expectations for performance improvement projects and conflate projects with activities within the organization's Quality Assurance and Performance Improvement (QAPI) program. Understanding the important differences between projects and activities allows the organization the ability to focus QAPI efforts toward meaningful improvements in the delivery of patient care and effectively meet CMS standard 482.21(d)(1)

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



COMPLIANCE TIP OF THE MONTH

January's compliance tip of the month is focused on the revised CMS guidance in "Appendix A" regarding the patients right to receive care in a safe setting. The standard outlines the requirement that psychiatric patients who are cared for in non-psychiatric settings must be evaluated, monitored, and cared for appropriately. The hospital is required to identify risks associated with the patient harming themselves or others and mitigate any environmental safety risks.

Surveyors will review policies, procedures, the physical environment, incident/accident reports, and interview staff to ensure that security protections are in place and that staff are trained to identify and report any risks identified.

The revised CMS regulation is listed below for your reference.
 CMS
 A-0144
 (Rev. 216; Issued:07-21-23; Effective: 07-21-23; Implementation: 07-21-23)
 §482.13(c)(2) - The patient has the right to receive care in a safe setting.

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



ARS REGULATORY ALERTS

- [CMS Reissues Guidance Regarding EMTALA Expectations During Emergencies](#)
- [FDA Issues Class I Recall of Olympus Bronchoscopes](#)



ONGOING COMPLIANCE OFFICE TRAINING

This year, the Compliance Office training will be using our new Learning Management System (LMS) provided by MCN Healthcare. Information and details on accessing MCN for training is forthcoming.



CIHQ-ARS WEBINARS

UPCOMING CHIQ-ARS WEBINARS (CEUS PROVIDED):

The Governing Body: Key Compliance Expectations January 25, 2024 Webinar

A hospital's governing body is ultimately responsible for the safety and quality of care rendered in an organization - whether provided directly or through a contract service. When serious issues are identified, CMS often cites the governing body as being non-compliant in fulfilling this core responsibility. Join us for this informative webinar as we discuss:

- Governance & hospital health systems
- Establishment of a medical staff
- Expectations for oversight of contract services
- Provision of emergency services
- And much more

Temporary Life Safety Measures, Waivers, and Equivalencies January 19, 2024 Webinar

Once an accreditation survey has occurred, organizations must correct their deficiencies. In this webinar, we will learn about measures to be in place while the life safety issues are corrected. Additionally...

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)

PHOTO GALLERY



FOR MORE PHOTOS

Follow us on   



PATIENT TESTIMONIALS



"Nurses are the best! Very courteous and respectful staff."

- GMHA Patient



"We are very fortunate to have Dr. Prins and Arnold available for our podiatry needs. I am truly grateful, for working with them has been a pleasure despite having to have my bunion removed and long recovery after."

- GMHA Patient



"I would like to thank everyone at Surgical Ward for all their support and care. If you ask me they don't get enough recognition for what they do. Thank you and Si Yu'os Ma'ase also to Housekeeping Jeff, Mike, Nelly for keeping my room clean."

- GMHA Patient



"Excellent service by Hazel and Arnold."

- GMHA Patient, commending our Ankle & Foot Outpatient Clinic staff



"Excellent professional customer service! Contact with all GMH employees, including security personnel, gave those welcoming and caring impressions."

- GMHA Patient



"Dr. Paul Muna-Aguon and his staff assisted me throughout the whole process which included the preliminary, during, and after visits. Dr. Muna Aguon has great sincerity in treating and helping patients. He made a friendly assessment of my medical history and recently called to provide an update on lab results that brought my anxiety level down."

- 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.COM

WHAT'S COMING UP IN FEBRUARY?

Love is in the air next month! The GMHA Spirit Committee will bring back their Valentines Candy Grams, a sweet way to put a smile on a coworker's face! Details will be coming soon so please check your email for more information!

LINK FOR MLK SERVICE IDEAS

<https://www.signupgenius.com/nonprofit/mlk-day-of-service.cfm>

HAPPY VALENTINE'S DAY

GMHA will be conducting a Pulse Check Survey to check in with you and get your thoughts and feelings about the featured topic. Be looking out for it!



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