



GMHA LIFELINE NEWSLETTER

JUNE 2024 ISSUE



MESSAGE FROM THE HOSPITAL ADMINISTRATOR



Hāfa adai Team GMHA,

I am so excited and happy to be home and back at GMHA with all of you! I missed our hospital and the SNF. I am very grateful to Team GMHA for surpassing what is expected and keeping GMHA running admirably in my absence. You are all the vanguard of GMHA! I also thank Dr. Dustin Prins for filling in as Acting Hospital Administrator. We will be saying farewell to Dr. Prins on June 8th and hope it is only for a short time. He has been an amazing asset to GMHA over the last five years and will be missed tremendously.

Dr. Prins is one of those special people who is incredibly committed, compassionate, skilled and talented in his field of medical/surgical practice and one of the kindest, most personable individuals you can ever meet. We hope Dr. Prins will come back from time to time, he will always have a home at GMHA.

I was dismayed to have missed GMHA's biggest celebrations of the year. When I saw the photos, it really shows how our nursing staff thoroughly enjoyed themselves during National Nurses Day, Nurses Week, and Nurses Month. Thank you to everyone who made our nurses know how special we believe they are.

I want to thank the Spirit Committee for putting together a spectacular celebration for our nurses and for the incredible work they did working with our hospital partners to put together a fun, activity filled, teambuilding National Hospital Week. I wish I could have seen everyone showing their Hospital Week spirit on the dress up days. The photos are great but seeing it firsthand must have been a lot of fun and joyful! There were a lot of activities, but particular activities that I really appreciated were the health fairs held in the Education Room. It looked like a great way to test your healthcare knowledge, eat some delicious and healthy food, and enjoy yourselves with your coworkers. Congratulations to the GMHA Billiards Team who brought the trophy home this year during the 2024 Tri-Hospital Friendship Games. It is a testament to the teamwork of the three hospitals who work together to take care of our people.

BIBA Hospital Week! BIBA Team GMHA!

Si Yu'os ma'ase'

Lillian

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WHAT HAPPENED IN MAY?



May was a great month, wasn't it?! Team GMHA had so many opportunities to spend time together. We were also visited by an important dignitary in May. Erik R. Raven, Under Secretary of the Navy, paid a visit to GMHA on Wednesday, May 1st. Under Secretary Raven is the second-highest ranking civilian official in the US Department of the Navy. He was in Guam to meet with military and government officials, as well as community leaders, to discuss the military development on our island to keep our region safe. After meeting with GMHA Executives, Under Secretary Raven took a tour of the hospital.



The Nurses Month was also celebrated with a special Mass, the GNA Nursing Conference, the GNAs 73rd Anniversary & Nurses Awards Night Gala, and a Karaoke Night with Nurses!™ BIBA GMHA Nurses! BIBA Guam Nurses!

WHAT'S COMING UP IN JUNE?

A great way to find out what is coming up next month is to check your email. The Communications team send a lot of interesting information through our GMHA email system. If you're not regularly checking your email, you could be missing out on some important information or announcements for GMHA activities that give us a chance to celebrate the camaraderie of Team GMHA. If it has been awhile since you checked your email, you may have been removed from the distribution list. You can send an email to communications@gmha.org to be re-added and keep up with what's happening at GMHA.



We honored our amazing Nurses in the month of May, starting with Nurses Day, May 6th which kicks off Nurses Week. May is also Nurses Month, because nurses deserve to be honored and praised all month for the excellent care they give to our people. Governor Lou Leon Guerrero proclaimed May as Nurses Week and Month on Friday, April 19th. Nurses were also recognized by the Legislature as Speaker Therese Terlaje presented our island nurses with a Resolution on May 9th also proclaiming May as Nurses Day, Week, and Month. At GMHA, we treated our nurses to a week of activities every day of Nurses Week, including "Spa Day," which had a very long line of participants.





In June, we will be recognizing a few more important teams at GMHA with several commemorations. Give a special thank you to our Certified Nursing Assistants on National CNA Day on June 12th, the second day of National CNA Week. Marketing & Communications (MarCom), who run our social media platforms, deserve a “well done” on June 30th, which is Social Media Day. You can help celebrate by sending the MarCom lots of selfies of your teams so we can post them on social media!



We will also recognize Healthcare Risk Management Week during June 17 - 21. It takes every member of Team GMHA to keep us going strong! Give these teams a big “thank you” on their special days and weeks.

We have great news regarding two of our Capital Improvement Projects (CIPs). Perhaps one of the greatest accomplishments of our FM team is the upgrade in the power structure at the OB ward which means the new split air conditioning units are finally running. Hooray! Our mothers and their new babies are recovering in cool comfort. The renovation and expansion project in the Maternal Child Health (MCH) department is also making positive strides forward! The original Architecture and Engineering (A&E) plans are being updated to accommodate the department’s new needs. This excellent news means renovations and updates to the MCH department will happen soon!



Be on the lookout for announcements from the Spirit Committee this month! The biggest celebration of the year (okay, we’ll admit that Christmas is also a pretty big deal) - LIBERATION DAY is next month. This means we only have a few weeks to make plans for how we would like to celebrate. Liberation Day is on a Sunday this year, which means the following day, Monday, is also a holiday! Whatever we decide to do, it is going to be memorable and respectful of the importance of Liberation Day and what it symbolizes for Guam and her people. The theme for Guam’s 80th Liberation Day is “Todu i Tiempo i Pás Para Hita,” or “Peace for Us Always.” It is a beautiful theme and well worth celebrating!





GMHA - NURSES WEEK 2024





CONTENT PROVIDED BY DIETARY



CLINICAL NUTRITION TEAM ENJOYING NURSING WEEK'S ICE CREAM DAY



ICU DIDACTICS PRESENTATION



OKKODO CAREER DAY



SINAJANA HEALTH FAIR



HOSPITAL WEEK - PROSUPPORT HEALTH FAIR

DELICIOUS HEALTHY RECIPES

IMMUNITY WELLNESS SHOT

Ingredients:

- 4 Lemons
- 1/2 cup Apple Cider Vinegar
- 3 Ginger Knots
- 2 cups Filtered Water
- (Optional) Honey to taste

Directions:

- Wash lemons and ginger
- Optional- peel ginger and remove lemon rinds
- Measure apple cider vinegar and water, and add.
- Using a juicer, put lemons and ginger
- Using a blender:
 - blend lemons and ginger in the water
 - strain out the solids using a cheese cloth or strainer.

Enjoy!

supports digestive health + anti-inflammatory + anti-oxidant

OVERNIGHT OATS

Ingredients: Yield: 4 servings

- 1 1/2 cups Old-Fashioned Rolled Oats
- 1 1/2 cups Low Fat or Skim Milk
- 1/4 cup Chopped Almonds
- (Optional) Berries, Cinnamon, Shredded Coconut, Honey or Syrup

Directions:

- Combine oats and selected fruits, nuts, or cinnamon in a bowl.
- Stir milk into oats until combined. Cover and refrigerate for at least 12 hours or up to 24 hours. Top individual portions with berries and/or nuts.

Enjoy!

180 calories
9g protein
4.5g fiber

PROTEIN Waffles

Ingredients: Yield: ~4 waffles (145g)

- 40g Oatmeal
- 33g Protein powder*
- 1 large egg
- 1/4 cup water

Directions:

- Blend all ingredients together in either a blender or food processor.
- Lightly grease waffle maker and pour about 1/4 of mixture into waffle maker.
- Waffles are ready when they are golden brown

Note: Can be frozen after prepared and toasted when ready to be eaten

Enjoy!

4 grams fiber & 36 grams Protein!

TUNA SALAD & DRESSING

Yield: ~4 servings

Ingredients:

- Ras El Hanout seasoning (can substitute with Italian seasoning), to taste
- 3/4 tsp Black pepper
- 1/4 tsp Salt
- 1 can Tuna in vegetable oil
- 10pcs Grape Tomatoes
- 10 pcs Black Olives
- 10 pcs Green Olives
- Half of Red Onions/White Onion slices
- 3 Romaine Lettuce Heads, chopped
- Grated Parmesan Cheese, to taste
- 1 cup olive oil
- 2 tbs white vinegar

Directions:

- Combine all ingredients except lettuce in bowl.
- Toss in combined ingredients with lettuce.

Enjoy!

HUMMUS

Ingredients: Yield: 12, 2 oz servings

- 24 oz garbanzo beans, canned, save 1/4 cup of garbanzo liquid
- 1/2 cup tahini
- 3 garlic cloves, minced
- 2 tbs lemon juice
- 1/2 tsp cumin ground
- 1/2 tsp salt
- 2 tbs olive/soybean/ or vegetable oil

Directions:

- Blend all above ingredients in food processor until ingredients are all uniform to make the hummus. May drizzle additional oil on top for serving.

Enjoy!

228 calories
6 grams fiber
8 grams Protein

CHIA PUDDING

Ingredients: Yield: 4 servings

- 2 cups milk
- 1/2 cup chia seeds
- 2 tbs maple syrup, + extra for serving
- 1 1/2 tsp vanilla extract
- 1/2 tsp table salt
- Optional: add blueberries, raspberries, sliced strawberries, and/or sliced bananas

Directions:

- Whisk milk, chia seeds, maple syrup, vanilla, salt together in a bowl.
- Let mixture sit for 15 minutes. Then whisk again to break up any clumps.
- Cover bowl with plastic wrap and refrigerate for 8 hours or up to 1 week.
- Add desired toppings before serving.

169 Calories
7.5 grams Protein
7g Fiber



BIOMED
NATIONAL HEALTHCARE TECH MANAGEMENT WEEK



ER
EMERGENCY MEDICINE DAY



PULMONARY
NATIONAL ASTHMA AND ALLERGY AWARENESS MONTH



ER
EMERGENCY MEDICINE DAY



ER - EMERGENCY MEDICINE DAY



RADIOLOGY- NATIONAL AND WORLD STROKE AWARENESS MONTH



ACCOUNTING - NATIONAL ACCOUNTING DAY



ICU/CCU - CRITICAL CARE AWARENESS MONTH

Thank YOU!

Tiyan High School NHS Donates to Pediatric Ward

A big thank you to the Tiyan High School National Honor Society who donated activity bags for our young patients in the Pediatric Ward. We are touched by your generosity to our youngest patients.



GWHS Art Class Donates Coloring Books to GMHA Patients

Art Teacher Ms. Tina Flores and her class at George Washington High School made a wonderful donation of Coloring Books for GMHA patients to stay entertained while they heal. An active mind can help in recovery and we appreciate the thoughtful gift to our patients.



Open Pages Donates Books to Pediatric Unit, Promoting Reading Among Young Patients

We are touched by the donation of books from Open Pages to our Pediatric Unit. Natalie Camacho delivered the books. She is the president of Open Pages, a reading club at Harvest Christian Academy that reads and discusses books. Open Pages promotes reading and we're very grateful for their donation so we can encourage our young patients to experience the joy of reading.



Guam PDG Donates 5,000+ Resources to GMHA

The Guam Preschool Development Grant (PDG) under the Guam Department of Public Health and Social Services donated over 5,000 pieces bags, guidelines, books, brochures and directories to GMHA on May 23, 2024. Donations are being distributed from OB and PEDS to patients being discharged. Pictured left to right: Ethan Robinson, Venese Leon Guerrero and Evelyn Claros from PDG, and Melvin Cruz and Jeanie Balbin from the GMHA Education Department.



"I had a very pleasant experience visiting the ER. All my concerns were addressed and I was well taken care of. The security guard was nice and gave clear directions. Rhea helped us at the ER entrance and my nurse JM was a great patient advocate. He is really good at what he does. William brought me to my CT scan. He was so friendly, everyone should have an attitude like his. Dr. Ming is a great doctor. The kind gentleman who did my CT scan was also pleasant. Everyone was great. Thank you so much!"

- GMHA Patient



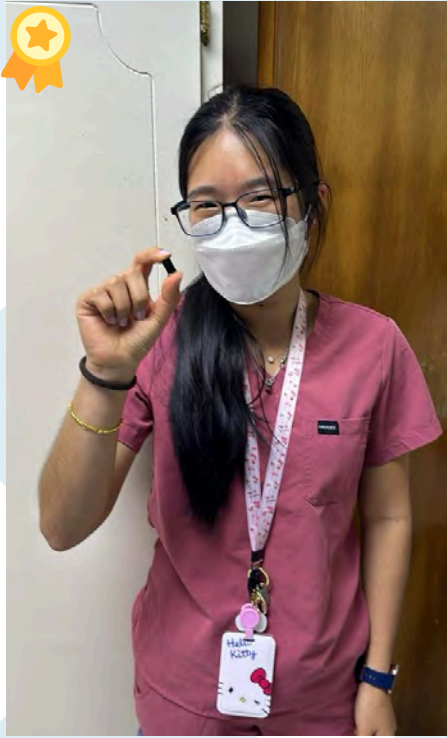
PATIENT TESTIMONIALS



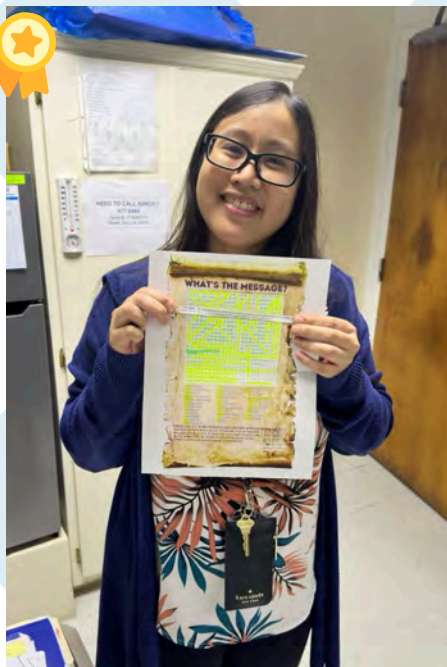
"The journey was incredible. The ER Dr. Springer and Tele Dr. Glenn, entire staff, and especially Nurse Joel. They provided excellent service. Joel was very attentive and consistent. Surgical staff were outstanding. They were efficient and provided compassionate care throughout my stay. So did Dr. Borja and Dr. Cruz. I can't thank them enough. Incredible team!"

- GMHA Patient





GMHA - HOSPITAL WEEK 2024





The Guam Memorial Hospital Authority's Volunteers Association held their 59th Annual Charity Ball to announce their Volunteer of the Year and award the Lifetime Award. This year's Lifetime Award was presented to Teresita Paulino for her many years of service to the Volunteers Association and support of Guam's only public hospital.

The Volunteer of the Year award was bestowed on former First Lady Christine Calvo. Mrs. Calvo has been a gracious and supportive member of the GMHA Volunteers Association for many years. The GMHA Volunteer of the Year was accompanied to the ball by her husband, Governor Eddie Calvo. Governor Calvo was one of the presenters of the awards that were given to honor the hardworking GMHA Volunteers.

The Pink Ladies would also like to thank Lt. Governor Josh Tenorio, First Gentleman Jeff Cook, Speaker Therese Terlaje, and Senators Telo Taitague, Amanda Shelton, and William Parkinson for their attendance and assistance in honoring all of the GMHA Volunteers Association 2024 awardees.



★ VOLUNTEER OF THE YEAR CHRISTINE CALVO ★



HAPPY BIRTHDAY

#TEAMGMHA JUNE BIRTHDAYS

Lawrence Aflague II
Jocelyn Agarpao
Maria Corazon Aglubat
Aida Aguon
Karla Aguon
Michelle Arreola
Josephine Babasa
Pawel Badowski
Hazel Bagain
Bryant Baldonado
Arglyn Bancolita
Pascale Bartlett
Bernice Baza
Beanna Benavente
Napoleon Bigalbal Jr.
Jeffrey Bonifacio
Franchia Brazille
Jeremiah Canete
Kate Capil
Min Choi
Amanda Cruz
Cara Cruz
Teddy Cruz
Naoki Cunanan

Josephine Dagupan
Cynthia Dasigan
Howard Davis Jr.
William De Guzman
Joanne Delgado
Darlene Duenas
Felicia Duenas
Angelina Efe
Jayvon Esegulpiy
Ricardo Eusebio
Angelina Francisco
Ayako Fulgar
Kristel Gamit
Guinevah Gogue
Olivia Gonzaga
Jhoana Gonzales
Maria Corazon Guanlao
Christine Gutierrez
Betty Ann Guzman
Susana Hong
Tiara Ishmael
Katy Jerao
Keith Jesser

Ann Lagiyelbul
Eleanor Lanquin
Daniel Leon Guerrero II
Divina Leong
Loriemil Limtiaco
Lincy Manangan
Domuel Mangubat
Emily Marquez
Apple Medina
Carlissa Mendoza
Angelina Miguel
Carl Mui
Nova Naguit
Vanessa Nika
Reinalyn Nuezca
Joseph Paulino
Josie Paunte
Caitlyn Ponthier
John Porcioncula
Alisha Powell
Alleria Putnam
Bannuar Quiaoi,
Joanalyn Redila

Jeffrey Saliva
Ralph Samson
Alicia San Nicolas
Joseph Santos
Jordan Soto
Racquel Sperrazzo
Trini Taitano
Daesia Tajalle
Thomas Tamares II
Geraldine Terlaje
Elizabeth Terry
Tina Rose Toves
Rizaldy Tugade
Z Aton Unsay
Keiko Usui
Clarijane Ventura
Santa Villacorta
Christine Villafuerte
Vince Villaruel
Nam Hoang Vo
Sabrina Wiegand
Jolene Wusstig
Arnel Zantua
Ralph Zapanta



HOSPITAL ACCREDITATION TIPS FOR REVIEWING MEDICAL RECORDS DURING SURVEY

Reviewing medical records during a survey used to be a straightforward exercise. Back in my heyday, the medical record was all on paper. You just gave surveyors records and let them have at it. Let's be honest. It wasn't rocket science. Paper records were pretty much organized the same way – all nicely tabbed indicating where information was stored. Everyone, staff and surveyors, could navigate the record easily.

Those days are gone. Today, the vast majority of medical records are maintained electronically (EMR). The major EMR's in use today (Meditech, Cerner, Epic, McKesson, etc.) all look and operate differently. What's more, trying to navigate EMR's in real time versus retrospectively are two very different exercises. It is no wonder that both staff and surveyors struggle when reviewing medical records. In addition, the issue is not just ease of navigation. If surveyors cannot determine compliance to required documentation in a medical record, a hospital may well sustain a significant number of deficiencies – perhaps unwarranted.

So how do you best manage the review of medical records in a 21st century survey? Here are some tips:



1

Have clear understanding of what's on paper and what's electronic. Make sure both are available to the surveyor when the record review occurs. If your hospital's EMR is compartmentalized

(e.g. the operative record is in a separate platform than the post-anesthesia record), then make sure the computer you are using can access all components.

2

Whenever possible, find a quiet place with enough room for the surveyor and staff to review records. A conference room or empty patient room converted temporarily into a review area is great. Crowding

around a small laptop in the middle of a busy nursing station is not ideal. The review should occur as close to the care unit as possible.

3

Assure you have a sufficient number of "super users" who can assist both surveyors and staff in reviewing the medical record. Assign at least one super user to each surveyor if possible. While surveyors do want to

see that, the staff can navigate the record, having the super user available to step in and save the day is important.

4

Create a series of "cheat sheets" that can help staff navigate the record to find key information – especially information entered by other disciplines or that is accessed differently once charted. Have the

cheat sheets laminated and chained right to the computer or work-station so that staff can refer to them during the review.

5

If information cannot be located in an EMR during the surveyor's visit to a care area, obtain the patient's name, medical record number, date of admission, admitting diagnosis, and the specific

information that could not be located. Inform the surveyor that you will have the record reviewed internally to determine if the information has been entered. If so, arrange for a time to have a super user show the surveyor that the information was – in fact – entered into the record.

Following these simple tips will give your hospital the best chance of successfully navigating the medical record during your survey.



COMPLIANCE TIP OF THE MONTH

The compliance tip of the month for June is focused on the QAPI (Quality Assurance & Performance Improvement) program expectation for accredited organizations. There are common areas that are routinely cited by surveyors when reviewing documentation related to the program.

The most common deficiency is related to the requirement for all departments and services to be incorporated into the program. The evidence should be clear that all services/departments are incorporated as well as all contract services.

Hospitals are often cited when based on a review of documents, a surveyor is unable to determine if there is oversight of services such as rehabilitation services, sterilization and disinfection or dietary services. These are just some common examples of recent citations seen in accreditation reports. If a service or department is providing care, treatment and services to patients and/or staff there is an expectation that metrics are established and monitored to ensure the safety of the services as well as compliance with regulatory requirements

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



ARS REGULATORY ALERTS

- None this Month



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):

June 28, 2024 Webinar - Inpatient Acute Dialysis: Why it can be a Regulatory Nightmare

June 19, 2024 - AAMI/ANSI ST108 - Water for the Processing of Medical Devices

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)



"Ms. Eleanor San Nicolas was really helpful with providing me the information I needed. Great customer service!"

- GMHA Patient



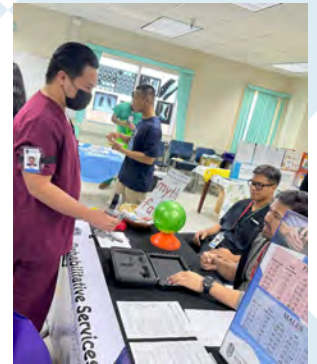
PATIENT TESTIMONIALS



"Overall stay was pretty good from my last visit in 2021. Two very responsive dietary staff visited me. The food itself has improved tremendously. ICU nurses and CNA's were very responsive. PT services in ICU were excellent. In MedSurg 2, the RN's were helpful. Travel nurses Eric and Mallory and CNA Megan really stood out; very attentive and compassionate."

- GMHA Patient







**THIS IS YOUR GMHA LIFELINE NEWSLETTER!
THANK YOU FOR BEING PART OF #TEAMGMHA!**

Your dedication and contributions make a real difference.

Until next time, take care!

[HAVE ANY IDEAS OR SUGGESTIONS?](#)

EMAIL US AT COMMUNICATIONS@GMHA.ORG



July is one of the most festive months in Guam! We celebrate Independence Day on July 4th and Guam's Liberation Day on July 21st. See you at the Liberation Day Parade!

Follow us On



EST 1946