



# GMHA LIFELINE NEWSLETTER

JULY 2024 ISSUE



## MESSAGE FROM THE HOSPITAL ADMINISTRATOR



### Håfa adai Team GMHA,

This is going to be a great month! We will celebrate our nation's independence on the 4th of July this week. An option for some family fun on Independence Day, the Navy will be holding their annual 4th of July festivities at Polaris Point. As always, the public is welcome to come and enjoy the festivities and fireworks!

Guam celebrates its own special holiday this month on July 21st. Liberation Day is a wonderful day to celebrate freedom, family, and our beautiful island.

This year, the island will celebrate its 80th Liberation Day. The theme is "Todü i Tiempo i Päs Para Hita," or "Peace for Us Always." The GMHA Spirit Committee is looking for volunteers to help with either a float or marching unit for the Liberation Day Parade. You can volunteer by contacting Theo Pangelinan or by sending a message to [communications@gmha.org](mailto:communications@gmha.org). I look forward to seeing Team GMHA's creativity and talents in making this year's Liberation Day Parade a very memorable and jubilant experience for everyone.

July is UV Safety Month. Since we will be out in the sun a lot this month, please make sure to protect yourself and your family with plenty of sunscreen. Nothing ruins a good time like a painful sunburn. The damage and effects from a sunburn can be long lasting so make sure you're wearing sunscreen and a hat when you're out celebrating the special events this July!

BIBA Independence Day! BIBA Guam Liberation Day! BIBA GMHA!

Si Yu'os ma'ase'

*Lillian*

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## WHAT HAPPENED IN JUNE?

June was a relatively quiet month, with a few significant events. A few members of Team GMHA attended the FEMA training for the ICS-300 and ICS-400 courses. If you have never taken the training before, ICS stands for Incident Command System. In the courses, our employees learned how to prepare and handle an emergency situation. There was a lot of focus on the fluidity of an emergency, changing from one moment to the next. The training provided tested methods to successfully address an emergency situation with confidence and appropriate coordination.



On Wednesday, June 12th and Friday, June 14th, Board of Trustees Chairwoman Theresa Obispo welcomed Team GMHA to a Leadership Roundtable where employees could speak freely, sharing their ideas and frustrations. We are looking forward to hearing how the

Leadership Roundtable went and what the Chairwoman learned.

On Wednesday, June 27th, GMHA was presented with a Certificate of Excellence in Citizen-Centric Reporting for its 2022 Citizen Centric Report (CCR). The award was presented by the AGA National. GMHA submits a CCR annually to help simplify communication between government and its citizens, who have a right to accurate information about the way the government spends their taxpayer dollars.



Our Finance team assisted students at the University of Guam's Master of Accountancy (MAcc) Cohort I Term 2 and the Professional Master of Business Administration (PMBA) Cohort XIX Term 3. The classes used GMHA as their case study and our audited financial statements for their analysis. The MAcc reviewed the hospital through a strategic-finance lens. The PMBA cohort reviewed GMH from an operations point of view. The MAcc students sent special thanks to our CFO Yuka Hechanova, General Accounting Supervisor (Revenue Cycle Management) Sydnie Taisacan, and Edlyn Dalisay, General Accounting Supervisor for their support and expertise.

Our IT department and PIO are working on a re-design of the GMHA website. The new site will be sleek and streamlined, with focus on making the site easy to navigate and find the information you or the community are looking for. During the planning stages, we discovered some of the pages on our existing website have not been updated in a considerable time. In-House Legal counsel has advised we update the current website immediately so we are compliant with the Guam Code Annotated laws. You may be contacted by the PIO and asked to submit specific missing information to IT as soon as possible. If you have any questions, please contact either Rob Weinberg or Jordan Pauluhn in the GMHA Legal department for more information.





## WHAT'S COMING UP IN JULY?

### Town Hall Meeting

Join us on **Friday, July 5th**, for a Town Hall discussion with the GMHA Executive Team. If you are unable to attend, a link will be made available so you may listen at your convenience. You may attend in the Education Classroom on the 4th floor, however, seating is limited.

**Details:**

**When:** Friday, July 5, 2024

**What:** Employee Town Hall

**Who:** All employees & medical staff

**Time:** 9:00 AM

**Where:** via Zoom

**Meeting ID:** 827 1446 5115

**Passcode:** 307593

If you have questions for the Executive Team, please submit them to [communications@gmha.org](mailto:communications@gmha.org).

We will kick off July this week with a GMHA Employee Town Hall meeting on Friday, July 5th at 9:00 AM. You will have the opportunity to speak with the Executive team and ask questions. The best way to get your questions heard is to send them in advance to

[communications@gmha.org](mailto:communications@gmha.org). Our Town Hall Meetings are a great opportunity to speak freely with our executives and share your concerns, ask questions, and make suggestions. This is our GMHA and we work together for its success. Your input is critical to our progress.



There is a fun little holiday cushioned between Independence Day and Liberation Day. It's World Chocolate Day on July 7th. Feel free to eat as much as you like using this little trick so you won't feel guilty about the calories. Hold your chocolate above your head. It may sound strange, but it is a fact (it is not a fact) that calories are afraid of heights. If you hold the chocolate high enough over your head, all the calories will get scared and jump out. Okay, so that isn't true, but it sounds good. Almost as good as chocolate! Enjoy yourself! And remember, dark chocolate is actually good for you... in moderation!



On Thursday, we will celebrate the first of two holidays this month. Thursday is Independence Day and a federal holiday. If you want something fun to do, the US Navy will be holding its annual 4th of July celebration at Polaris Point. The public is invited to attend and enjoy the games, food, and entertainment - capped off with a spectacular fireworks show! The Navy always puts on a family-friendly even with activities for the kids, good food, and fireworks. Happy 4th of July!

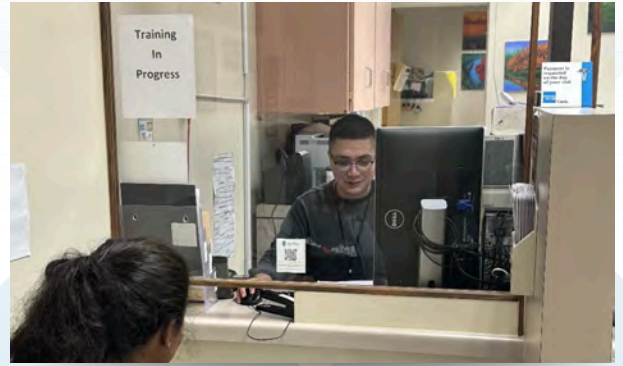


One of Guam's biggest celebrations of the year happens this month on July 21st. Of course, we mean the 80th Liberation Day festivities. This year's theme is "Todü i Tiempo i Päs Para Hita," or "Peace for Us Always." Everyone is invited to join us at the Liberation Day parade in Hagåtña. The Spirit Committee is looking for volunteers to help with either a float or marching unit in the parade. Please contact either Theo Pangelinan in the EEO office or send an email for more information to [communications@gmha.org](mailto:communications@gmha.org).

Liberation Day falls on a Sunday this year and that means THREE-day weekend! Monday will be a holiday so we will continue enjoying the Liberation Day over an extended weekend spending time with our families, eating leftovers from the previous day's BBQ, and taking naps after eating too much! BIBA Liberation Day! BIBA Guam Liberation Day! BIBA Guam!



# PHOTO GALLERY

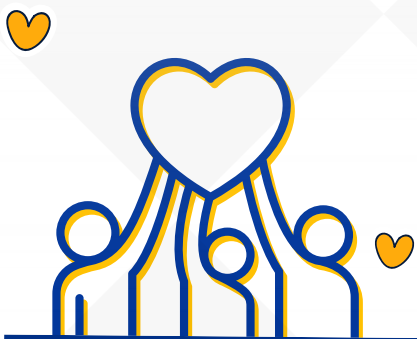




Thank YOU!

► GOLF CART DONATION

Before leaving for his new adventures in Texas, Dr. Dustin Prins said goodbye to our hospital with a very special gift to the GMHA Volunteers Association to present to GMHA. The good doctor purchased a new golf cart to pick up patients and visitors from the farther parts of our parking areas and drop them to the front entrance. Dr. Prins, who launched GMHA's Ankle & Foot Outpatient clinic, will be missed for his kindness and care. He is a special person and an excellent doctor. Thank you, Dr. Prins, for your commitment to Guam and GMHA.



INTERNATIONAL ASSOCIATION OF LIONS CLUBS, DISTRICT 204

The ladies of the International Association of Lions Clubs, District 204, made a wonderful donation of new sheets and pillow cases for our inpatients. As you know, fresh linens are a necessity in our hospital and we really appreciate this donation of new sheets and pillow cases. The Lions Club ladies had the linens stamped with "GMHA" to discourage the sheets from walking off. This was another really great donation and we thank the International Association of Lions Clubs, District 204 for their much needed donation to our hospital.

► BOOKS FOR DISCHARGED PEDIATRIC PATIENTS

GMHA is serious about encouraging children to read. There is a new playroom with a library in Pediatrics filled with books that our young patients can check out to read. But, to encourage our youngsters to continue experiencing the joy of reading, Dr. Jonathon Sidell, OB-GYN, donated children's books for pediatric patients to take home with them when they're discharged. What an excellent way to get our kids reading! Thank you for your generosity and thoughtfulness, Dr. Sidell! Our patients will love taking a book of their own home to read.





.50 Cal-Zone

# THE MENU

## CALZONES

(Pizza Fritta! Deep fried folded pizzas)

### #1 Shot (Burger) \$ 12

Seasoned ground beef, bacon, mixed cheese, tomato sauce, and mustard aioli.

### #2 Kill (Pulled Pork) \$ 12

Pulled pork, scallions, mixed cheese, korean pepper BBQ sauce, and tomato sauce

### #3 Broadside (Brisket) \$ 15

8 hour smoked beef brisket, mixed cheese, and hickory BBQ sauce.



## PIZZA

(10in pizzas cooked in a fire oven)

### #4 Semtex (cheese) \$ 12

Mozzarella, parmesan cheese, and house made tomato sauce.

Add pepperoni +\$2

Add hot honey cheese crust +\$2

### #5 Tripod (Sausages) \$ 18

Pepperoni, chamorro sausage, house sausage, mozzarella, parmesan cheese, and house made tomato sauce.

add hot honey cheese crust +\$2

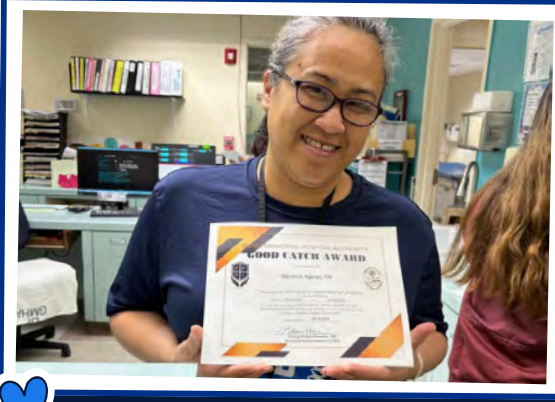




# WELL DONE

## JED SANA CLINICAL PHARMACIST

Jed identified and corrected the order for a contraindicated medication. The order was changed and the correct medication was dispensed resulting in the patient receiving the intended medication.



## MARIANNE AGARAN HOSPITAL STAFF NURSE II CLINICAL II, PEDIATRICS

The nurse who identified that the incorrect medication had been dispensed. Marianne contacted the Pharmacy to correct the medication order and the patient received the proper medication.

Photo Caption  
Hope Camacho, Pediatric Unit Supervisor, accepting on behalf of Marianne Agaran, Staff Nurse



## MARGARET KANG CLINICAL PHARMACIST (NO PHOTO AVAILABLE)

There was a Good Catch when the wrong medication and the incorrect dosage was ordered for a newly admitted, boarded patient in the ED. The error was caught and corrected, resulting in the patient receiving the intended medication. Education was provided to prevent any future recurrences.

## DR. WILLIAM VERCIO OB-GYN

Dr. William Vercio, OB-GYN, was awarded with a Certificate of Recognition for receiving the most "Always" in our Patient Experience Surveys. Dr. Vercio is "always" a favorite with his patients - and with us, too! Congratulations, Dr. Vercio.



"Eleanor San Nicolas helped me with my account. She explained it very well enough to understand it. Great smile and very friendly. Awesome customer service."

- GMHA Patients



## PATIENT TESTIMONIALS



"Camila is very helpful and understanding! Camila please stay in Special Services forever! See you again at my next appointment!"

- GMHA Patients





Dear Mrs. Lillian Posadas,  
The dedicated Emergency Room staff, and other staff members of Guam Memorial Hospital,

I am writing to express my deepest gratitude for the exceptional care provided to my foster daughter and me during our recent visit to GMH on June 5th. The swift and compassionate response of the emergency staff truly made a difference during a challenging time for our family.

Upon receiving the urgent call from our family doctor necessitating a blood transfusion for my foster daughter due to severe anemia, we rushed to the hospital. From the moment we arrived at the emergency room, we were met with an extraordinary level of care and professionalism that continued throughout our entire visit.

I would like to extend my sincere thanks to the following individuals who played a crucial role in our care: Nurse Chong, Therese Babauta, Dr. Fredrick, Nurse Nikki, Nurse Ariane, Nurse Ricca, Nurse Mark, Nurse Luz, Lab Tech Ashley, Dr. Balakumar, Dr. Paul Muna-Aguon, and Security Guard John Meno.

Each of these individuals contributed to making our experience at GMH not only smooth and efficient but also filled with empathy and understanding.

In a time when hospitals often face criticism, I feel compelled to share that Guam Memorial Hospital stands out for its exceptional staff and the high level of care provided. Every member of the medical team we interacted with demonstrated a commitment to excellence, thorough explanations, and a genuine sense of teamwork that exemplifies the best of healthcare.

It is heartening to know that within the walls of GMH, there is a dedicated team of professionals who go above and beyond to ensure the well-being of their patients. Your collective efforts have left a memorable mark on my foster daughter and me, and for that, we are truly grateful.



With profound thanks and the utmost respect,  
**Donna Muña Quinata**  
Senior Vice President of GAS  
President of The Bill Muña Foundation



"Thank you, Camille ,for explaining how the Zio patch works. The best tech in Special Services."

- GMHA Patients



"The patient courier, Edgar Magsombol, was very helpful and able to assist with the patient's needs. Very Courteous."

- GMHA Patient







# PHOTO GALLERY



## FOOD PLATES



### Smoked Pork

**\$ 17**

6 hour smoked marinated pork. Served with fina'denne, cucumber kimchi salad, chicken kelaguin, and steamed rice



### Karaage Fried chicken

**\$ 15**

Fried karaage chicken thighs served with cucumber kimchi salad, chicken kelaguin, and steamed rice

- 1) Finadene
- 2) Sweet Soy
- 3) Ronin Spice (mild)
- 4) K-peps (hot)



### Teriyaki Chicken

**\$ 15**

Grilled marinated chicken with teriyaki sauces. Served with steamed rice, cucumbers kimichi salad, and chicken kelaguin.



### Fried Fish

**\$22**

Fried whole parrot fish with grilled coconut eggplant tinaktak sauce. Served with spinach in coconut milk, chicken kelaguin, and steamed rice with finideni.



Hāfa adai and greetings from the GMHA Volunteers Association, First, we would like to thank Dr. Dustin Prins for his farewell donation of a brand new golf cart made to the Pink Ladies. We will be donating the golf cart to GMHA to use to transport patients who have to park far away from the main entrance. The golf cart will ensure our patients are comfortable when they come for their appointments, especially those with mobility issues who have difficulties walking long distances. We will miss Dr. Prins very much and will think of him every time we see a happy patient being safely brought to the GMH Main entrance in the new golf cart.

We also want to remind Team GMHA of the many snacks available at the GMHA VA Gift Shop on the first floor. Our snacks range from healthy to not so healthy, but still okay in moderation. You will be surprised by our variety and great prices. We also have lots of gift items to choose from, including gifts for children and adults. Come visit us and see everything the GMHA VA Gift Shop has to offer.





# NEW PLAYROOM IN PEDIATRICS

Here's a picture of the new Playroom in Pediatrics, which is now open and ready for kids to use! The room features newly



"Very kind and helpful. Thank you!"

- GMHA Patients



## PATIENT TESTIMONIALS

"The Patient Courier was very nice and gave us good service, excellent at everything."

- GMHA Patient



## BLUEPRINTS

Chef's special!  
Calzones and Pizzas

### Unagi Calzone **\$ 18**

BBQ unagi, mozzarella, and avocado. Served with house made tomato sauce and wasabi sweet soy



### .50 Cal Tuna Poke Pizza **\$ 24**

(From cannoli to rice bowl, we've now slapped our .50 Cal on a pie! )

Spicy yellow fin tuna poke, mozzarella, fried wonton, wasabi tobiko, and wasabi sweet soy. Kissed in an open flame pizza oven.

+scorpion pepper  
breadcrumbs **+\$2**  
+hot honey cheese  
crust **+\$2**



# HAPPY BIRTHDAY

## #TEAMGMHA JULY BIRTHDAYS

Mary Grace Aguilar  
Norma Aguon  
Raina Aguon  
Jose Alfonso  
Maureen Apolong  
Marian Arceo  
Fernando Bacani  
Barbara Banayat  
Aiko Bargayo  
Ronald Basa  
Deborah Belanger  
Julie Benavente  
Liezlle Bordios  
Noah Brooks  
Merlida Cabral  
Rosalinda Cabuag  
Lelis Cadua  
Cherry Callos  
Julius Celeste  
Dennis Cruz  
Elaine Cruz  
Rayna Cruz  
Vincent Cruz  
Arlene Datu  
Ana Grace De Fiesta  
Sheryl De Guzman  
Michael Duenas I  
Angelica Duenas  
Rika Duenas

Teddy Duenas  
Henry Edillor  
Amy Edmonson  
Lorenz Estabillo  
Michael Fegurgur  
Reynaldo Gagabuan  
Sammari Galvez  
Anita Gamazon  
Virginia Gamisera  
Lakita Gatus  
Vicente Guerrero  
Teresita Guiang  
Leland Guia  
Evelyn Hernandez  
Cheryl Lynn Hudson  
Nida Imagawa  
Jasmine James  
Jovan Kosam  
Maribel Lacsam  
Edita Lacson  
Ricky Lalimarmo  
Angela Latras  
Marvin Latras  
Kaysha Leon Guerrero  
Florencio Lizama  
Melvin Llagas  
Narciso Lordios  
Cherilyn Losinio

Jubeline Lucero  
Glensie Magat  
Judy Manibusan  
Linda Mcfarland  
Alvin Mendoza  
Luis Miclat Jr.  
Sam Miclat  
Gilda Miranda  
Philip Montano  
Angelique Morales  
Hazel Muelle  
Arjen Napo  
Rossana Navarro  
Sherwin Nucum  
Leia Olalia  
Julia Palomo  
Theo Pangelinan  
Nemia Papelera  
Emmanuel Pascua  
Jordan Pauluhn  
Ramona Perez-Nauta  
Aolani Permalino  
Divina Pineda  
Luther Ponio Jr  
Tina Quinata  
Jesse Quinque  
Donna Ramolete  
Erica Ramolete

Matthew Razo  
Julianne Reyes  
Julius Romero  
Jude Rosario  
Mary Royster  
Heysielen Rozborski  
Carmelo Salandanan  
Arleen Salcedo  
Richard Salcedo  
Ann-Marie San Jose  
Jessica Sanchez  
Dale Sayles  
Delmar Sembrana  
Trisha Sherry  
Jezlene Shimizu  
Erlinda Sinadjan  
Leonard Sta Maria  
Michael Stewart  
Denisha Sulio  
Gina Taculog  
Zarah Tajalle  
Ana Tanglao  
Ma Fe Tanglao  
Messelemia Tarrroma  
Herbart Templanza  
Charles Valencia  
Jeffrey Vega  
Elaine Villagomez  
Michael Villagomez





## **HOSPITAL ACCREDITATION** **HOW TO SHINE DURING AN ACCREDITATION SURVEY**

From the title of this blog, you are probably expecting a bucket list of do this, don't do this, get this ready, hide this, etc. But let's go a little bit deeper – what truly makes one organization shine during accreditation surveys and another just endure - bruised - but alive? The answer is not as simple as one may think. Organizations that shine have a certain attitude, a mindfulness that helps the organization manage complex medical care and processes while overcoming human fallibility. In other words, organizations that acknowledge that humans make mistakes and then design their systems and processes to limit the likelihood of mistakes, in a word - shine. They do this by identifying where humans are vulnerable to error and error-proof that process; then take advantage of the strengths of their staff to help identify preventable defects and address them immediately. Sound like a lot of high reliability jargon? Well it is – sort of – but you can use it to your advantage for survey readiness.

Leadership focuses equally on patients and staff. STAFF? Wait - our job is caring for patients. But who cares for the patient? Staff! If you don't actively care for staff, your patient care will potentially suffer. This has been shown in multiple research studies – positive organizational attitude and culture is inherently intertwined with better patient outcomes and better survey outcomes. The environment as a whole should be rooted in trust and respect. Staff must feel safe speaking up about problems and understand they have a responsibility to do so, and know that their concerns will be heard, vetted, and acted on appropriately. Staff see what is wrong, you need to listen. They are at the hub of a successful survey.

Departments are interconnected. Not just clinical departments; it includes every department and how they function in relation to each other. The best organization empowers a housekeeper to notice if a provider exits a patient room without performing hand hygiene and speak up. And the provider should know that is normal. That is how we roll.

Expect ownership in staff behavior. Whether your role is a leader, clinician, kitchen staff, facilities engineer, or bedside clinician, there is an expectation for respect and professionalism in every single action. Perfection is elusive and not required; accountability and commitment is.

Work expectations are standardized and aligned. When people are oriented to standard work from the start, then tasks and activities occur no matter who is charged with them or when staff turnover occurs. When activities and behaviors are codified right from day one; processes are designed in a manner to make it easy to do right and hard to do wrong, the chance for mistakes to occur drops dramatically. Conveying the importance of each role helps people feel more valued and prevents critical tasks from slipping through cracks. This includes allocating reasonable resources and support to staff.

Goals are defined; reliable metrics are established. Great organizations clearly articulate their goals, make them transparent and measure them daily, weekly, and monthly to create alignment and accountability. The organization is transparent with the progress and the failures. Problems, issues, and defects are viewed as opportunities to improve instead of being hidden. It is like climbing a mountain – the goal is at the top and everyone knows the focus is getting there even if you occasionally slip and slide a few steps backwards in the process.

As Zig Ziglar once said “success occurs when opportunity meets preparation”. While achieving great outcomes takes considerable effort and preparation, the destination is worth the journey. Organizations that get to a place where errors are few and far between, and those that do occur have limited effect, enjoy a culture where respect and empowerment is top priority. Leaders in this type of organization are visible, approachable, humble, involved, and live by example. An organization that commits to these principles...that is how you shine during a survey.

### References

Douglas, R. (2022). Accreditation Survey Tips.

Safe & Reliable Healthcare. (2021). The framework for high-reliability healthcare.

**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):**

**Condition of Participation for Pharmaceutical Services**  
July 26, 2024 Webinar

**AAMI/ANSI ST108 - Water for the Processing of Medical Devices**  
July 19, 2024 Webinar

The AAMI/ANSI ST108 standard came out last year and is a standard that replaced AAMI TIR:34 which was a technical report. This standard covers the selection and maintenance of effective water quality suitable for processing medical devices. It provides guidelines for selecting the water quality necessary for the processing of categories of medical devices and addresses water treatment equipment, water distribution and storage, quality control procedures for monitoring water quality, strategies for bacterial control, and environmental and personnel considerations. ST108 is a complement to a healthcare facilities water management program.

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)



**TEAMGMHA HIGHLIGHTS**



AWARDED LAST WEDNESDAY, JUNE 26 AT LOTTE HOTEL.

**FISCAL RECEIVES CERTIFICATE OF EXCELLENCE**

GMHA’s Fiscal Department received the “Certificate of Excellence in Citizen-Centric Reporting” on Wednesday, June 26th. The Citizen Centric Report is booklet that describes an agency’s performance the previous year and is a form of accountability, measure by the AGA. Winning the “Certificate of Excellence in Citizen-Centric Reporting” shows commitment to good government and responsible fiscal actions.

According to the AGA, “AGA offers a Certificate of Excellence in Citizen-Centric Reporting to recognize the preparation and distribution of a high-quality Citizen-Centric Report (CCR). To be eligible for the certificate, the report must reflect the program’s high standards of content, visual appeal, readability, distribution and timeliness in reporting.” Congratulations to our Fiscal Team!







Thank YOU

▶ DR. SHIEH TREATS ADMIN TEAM TO PIZZA

Dr. Thomas Shieh, OB-GYN surprised the Admin Team with a pizza lunch. Thank you, Dr. Shieh!



HAPPY CNA WEEK ◀

The ladies of the International Association of Lions Clubs, District 204, made a wonderful donation of new sheets and pillow cases for our inpatients. As you know, fresh linens are a necessity in our hospital and we really appreciate this donation of new sheets and pillow cases. The Lions Club ladies had the linens stamped with "GMHA" to discourage the sheets from walking off. This was another really great donation and we thank the International Association of Lions Clubs, District 204 for their much needed donation to our hospital.





**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](mailto:COMMUNICATIONS@GMHA.ORG)**

**WHAT'S COMING UP IN AUGUST**

It's back to school next month for the kiddos. Make sure your children are up to date on immunizations and flu shots!



Follow us On



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