



GMHA LIFELINE NEWSLETTER

FEBRUARY 2025 ISSUE



MESSAGE FROM THE HOSPITAL ADMINISTRATOR



Hāfa adai Team GMHA,

In early January, we had the honor of welcoming Senator Sabrina Matanane, the newly appointed Chairperson of the 38th Guam Legislature's Committee on Health and Veterans, to our hospital. During her visit, the Senator took time to speak with staff and tour our Tamuning facility. She was deeply moved by the condition of our hospital building and the dedication of everyone working within it. Senator Matanane assured us that we have her full support in advocating for resources to improve our infrastructure and better serve our patients. This visit was an encouraging step forward, and we will keep you updated on developments.

As we work toward making GMH a safer and more secure place for everyone, we are implementing stricter security policies to protect our patients, staff, visitors, and vendors. These updated measures align with the security guidelines recommended by CMS and reflect our commitment to ensuring a safe and welcoming environment. We appreciate your cooperation and understanding as we implement these changes, which will help us continue to provide high-quality care in a safe and secure setting.

In closing, the Board of Trustees, Executive team, and Team GMHA is deeply saddened by sudden and unexpected passing of Dr. Jerald Scott, our new pathologist, who joined us in December. Though his time with us was brief, Dr. Scott quickly became a valued member of our team and expressed how much he enjoyed living and working in Guam. We extend our heartfelt condolences and prayers to his family and loved ones during this difficult time.

In moments like this, we are reminded of the strength we find in community and faith. As we navigate challenges and losses, let us reflect on the words of Psalm 46:1: "God is our refuge and strength, an ever-present help in trouble." Thank you for your continued dedication to our patients and each other.

Si Yu'os ma'ase'

Lillian

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"Great job.
Keep it up"

- GMHA Patient



GUAM MEMORIAL
HOSPITAL AUTHORITY
Guam Memorial Hospital Authority



WHAT HAPPENED IN JANUARY?



The first month of 2025 was busy, eventful, and an excellent start to the New Year. We kicked off the year as we always do, by welcoming the first baby born in Guam and the United States, Konnan Dennis Ngirarois. GMHA has proudly participated in Archway, Inc.'s annual "I LOVE GUAM, 'Where America's FIRST Baby is Born'" for 21 years. We send our congratulations to

Konnan's parents, Emyann and Kevin Ngirarois, who welcomed their new son at seven seconds past midnight.



If you saw a huge boom lift truck in the parking lot a few weeks ago, it was here to lift new solar panels to the second floor. Many of our solar panels needed replacing on the OB room, which has been completed. Thank you to our Facilities Maintenance (FM) department for continually working on our Capital Improvement Projects (CIPs) to improve and repair the people's hospital. Our FM department was recognized by Governor Leon Guerrero this year, who presented a Certificate of Appreciation for volunteering their time to helping fix our schools so our children could return to school safely. BIBA FM!



On January 9th, GMHA welcomed Senator Sabrina Matanane, the newly appointed Chairperson of the 38th Guam Legislature's Committee on Health and Veterans, who took a tour of GMH with other senatorial members of the committee. The senator was visibly moved by the condition of the hospital and said she was committed to improving the situation at GMH. Furthering the need for support, GMHA made a presentation at the Governor's Health & Wellness meeting on January 10th. We hope this is the year we see many of our CIPs come to fruition.

On January 21st, GMHA upgraded its security procedures by introducing new safety measures to better protect our patients, employees, visitors, support persons, contractors, and vendors. The new security procedures include bag checks, the use of handheld metal detector wands, and physical pat-downs where deemed necessary. Pat-downs will be done respectfully to ensure



the dignity, privacy, and confidentiality of those entering our hospital. So far, the new measures have been successful.

Pharmacist Alexandra "Alexa" Perez, BCPS, BCCCP, gave a presentation to our nurses called "Drugs & Drips." The presentation focused on the different types of infusion, vasopressors + inotropes, sedatives + analgesics, and IV titration guidelines. Thank you to Alexa and our nurses for keeping their skills finely honed to give our patients the best care.



It's never too soon to plan for a great event and the Tri-Hospital Friendship Games planning committee got together this month for their first planning session. The Friendship games are a fun part of the Hospital Week festivities. Teams from GMHA, GRMC, USNH, and DPHSS get together every May for a friendly competition!

Team GMHA welcomes our two new Board of Trustees, Trustee Suzanne Lobaton, DNP, MN, RN, COHN-S and Trustee Teresa Damian Borja, DPM. Trustee Lobaton will chair the Human Resources Subcommittee and Trustee Borja will chair the Governance Subcommittee. Both Trustees were sworn in by Governor Lou Leon Guerrero. Welcome to the Board, we're happy to have you join Team GMHA!



We want to thank Olivia Elliott, Hospital Staff Nurse III – Clinical Level II and Sarah Floyd, Hospital Staff Nurse II – Clinical Level I for their Career Pathways presentation to students at JFK High School. The students are juniors and seniors who are members of the school's Allied Health Program, developed for students for whose career goals are to enter the medical field.



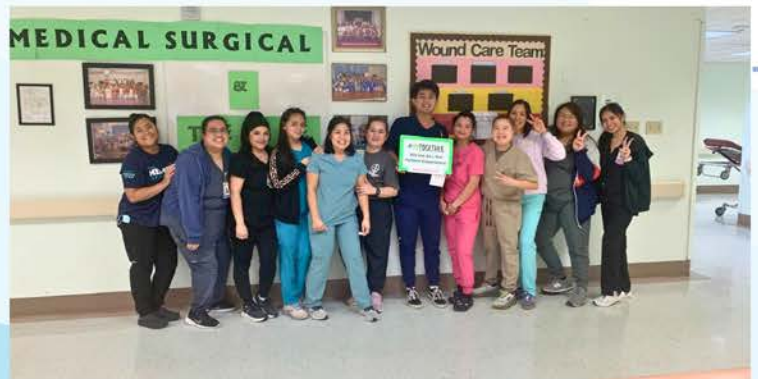
WHAT'S COMING UP IN FEBRUARY?



With January being such an event filled month, we can't wait to see what February brings! February is all about the heart! There are several recognitions celebrating Cardiology and heart health! February is both American Heart Month and National Heart Month. But love for heart health doesn't stop there! February 7th is National Wear Red Day and the first day of Congenital Heart Defect Awareness week. In the same week, we recognize the importance of keeping your heart healthy with Cardiac Rehabilitation Week and also beginning that same week is Cardiovascular Professionals Week.



Are you wondering why there is so much attention to the heart in February? We'll give you a hint: chocolates (in moderation), flowers, and fancy dinners... it's Valentine's Day! We don't know what it will be, but we're sure the GMHA Spirit Committee is already planning something special for us to celebrate Valentine's Day. Before you begin your Valentine's celebration, it is also Ash Wednesday on February 14th. The GMHA Chapel will be sharing more information with us soon and we will email the info to everyone.



Stax Smash Burgers sends a delicious donation



Harvest House and Ambros, Inc. donate essentials



The Guam Memorial Hospital recently received a generous donation of infant diapers and other necessities from Harvest House, made possible through the generosity of Ambros, Inc. We are deeply grateful to our community partners for their support. A special thank you to the Guam Medical Association for their kindness in delivering the donation to the hospital.

Si Yu'us ma'āse'!



"Excellent service from Edgar Magsombol, Patient Courier!"

- GMHA Patient



"The housekeepers were always on time, there was no need to ask them for anything."

- GMHA Patient



PATIENT TESTIMONIALS



"I love how helpful and understanding the nurses are, especially nurse Sarah. They made me fully understand everything without leaving anything out. Thank you and have a blessed day."

- GMHA Patient



"Eleanor San Nicolas was very polite, courteous and informative. She was both professional and knowledgeable. She went over and above to assist me. Great customer service. Thank you!"

- GMHA Patient



2025 FEBRUARY 9-10

GET READY

INSPIRATION, INSIGHT, AND *New* INFORMATION
IN HEALTH & MEDICINE

Hafa Adai

PACIFIC MEDICAL CONFERENCE

RIHGA ROYAL LAGUNA GUAM RESORT

More than a dozen speakers, specialists in their fields, will discuss advances in medical care, cutting-edge techniques and share insights on the most pressing healthcare issues in the islands. **All medical providers, nurses, healthcare educators and students, as well as health support professionals** are invited to attend and can earn up to 20 CME and CEU credit hours for this event with 13 hours of in-person lectures. We look forward to seeing you at the conference!

Special Focus on Women's Health

Aside from the other medical topics such as cardiology, pulmonology, rheumatology, nephrology, oncology, endocrinology, lifestyle medicine, and mental health that will be featured at the conference, attendees can expect to gain a greater understanding of conditions affecting women and teen girls in our island communities. Specialists will share their cases, findings, and experiences; all aimed at enriching provider awareness, proficiency, and acumen in this area.

Physicians \$400
Early Bird \$350

Non-physicians \$200
Early Bird \$175

Active Military/Veteran
Physicians \$350
Early Bird \$300

Active Military/
Veteran/Gov't
Employee \$150
Early Bird \$100

Early Bird Deadline:
January 3, 2025

*These lower rates
are valid for online
registration only. On-site
rates will be higher.



Use the QR code above
for more information
and to register for
the conference.

AMA PRA
Category 1
Credits™

FOR MORE INFORMATION:

1.671.489.7767

medconguam25@gmail.com

LOMA LINDA UNIVERSITY

School of Medicine

Guam Seventh-day
Adventist Clinic

LOMA LINDA UNIVERSITY
School of Medicine

Hafa
Pacifi

CY - 2024 | Q4

EMPLOYEE OF THE QUARTER



Congratulations
Mortizha R. Soto

ELIGIBILITY SPECIALIST I

Congratulations to **Mortizha Soto** on being selected as **GMHA's Employee of the 4th Quarter**.
Mortizha has demonstrated a commitment to
GMHA's core values by:

Community

...going above and beyond in assisting her clients, often providing her personal contact information and making the time to see them at their convenience.

Resiliency

...willingly accepting and carrying out additional responsibilities while maintaining a positive attitude.

Compassion

...understanding when patients can't make their scheduled appointments and making accommodations to meet their needs.

Trust

...gaining the trust of her colleagues, DPHSS counterparts, and clients through her kindness, for which clients have recognized her.

Innovation

...developing good internal and external rapport to benefit her clients, ensuring timely application processing to alleviate long wait times.

Behavior

...presenting professionally and treating others respectfully, even when she doesn't receive the same treatment in return.

Attitude

...putting her clients first no matter the situation, ensuring they receive the financial assistance needed, which benefits the hospital.

GMHA also recognizes all the nominees below on being nominated for their outstanding performance, whom we are proud to have on our teams and whose hard work and determination inspire us all.

Eleanor San Nicolas, Patient Registration
Raven Taitague, SSD
Judy Manibusan, Radiology
John Meno, Security
Han Seo, Compliance

Reiner Yabut, Security
Stephanie Cruz-Debibar, Pharmacy
Ryan Aguigui, Security
Nadine Calvo, Security



FM Team Recognized for Dedication and Outstanding Work

Our team received a Certificate of Appreciated from our Governor and Lt. Governor for their Dedication and Outstanding work to help in preparing the schools to open. I wanted to know if you want to get them together and take a photo of them with the Certificate so you can post on your next News Letter.

It will be a great recognition for our FM team for all that they do for the hospital and the community.

GMHA Certified Lactation Consultants

Congratulations to our RNs, CNAs, and OB technicians who participated in the Indigenous Breastfeeding Lactation Counsel conference. Indigenous Lactation Counselor is a 5-day, lactation peer counselor training for those who identify as Indigenous. It is Native taught and Native designed by Communities and Hospitals Advancing Maternity Practices (CHAMPS). The GMHA participants are now certified lactation consultants who can assist and educate our mothers with breastfeeding.



Calling All Artists: Submit Your Art for the Pediatrics Unit!

Our Pediatric ward has been the focus of an artistic renovation. Team GMHA was invited to participate in the project by submitting original artwork to be considered for the walls of Peds. GMHA artists whose work was selected received \$100 per piece. These are three of the winning pieces by artist and 2024 Employee of the 2nd Quarter, **Paula Palayo!** We can't wait to see all of the Team GMHA artwork on the walls at Peds!

calling all ARTISTS

The Guam Memorial Hospital Volunteers Association is seeking original art to hang in the hallways of the pediatrics unit.

- 11"x14" pieces
- Subject: local flora, fauna, or folklore
- Must work within a chosen color palette
- Express your unique style on your chosen medium!
- Chosen pieces will be purchased for \$100

For inquiries email bringingcolor2healing@gmail.com
Must submit description of artwork along with examples of previous work by 1/13/25
Finished artworks due 2/3/25



RACQUEL SPERRAZZO CLINICAL PHARMACIST

Reporter of a physician dosing error that was caught by a graveyard pharmacist. The dosing error was 3 – 4 times over the typical dosage and could have possibly resulted in renal injury and otic damage in a neonate. The pharmacist caught the error and communicated with the pediatrician to obtain a new order with the correct dosing. Racquel also identified a possible contributing factor that increased the likelihood of the error to recur and offered to work with the ER staff to resolve the issue.



CHRIS TERLAJE HOSPITAL PHARMACIST

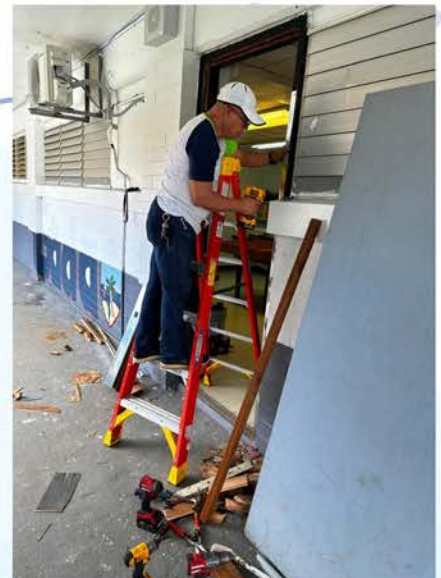
Pharmacist who caught a physician dosing error that was 3 – 4 times over the typical dosage and could have possibly resulted in renal injury and optic damage in a neonate. He communicated with the pediatrician to obtain a new order with the correct dosing thereby preventing harm to the patient.



ALEXIS OLIVARES & PRISCILLA MANGLONA STAFF NURSES - TELEMETRY

While caring for a patient that was on airborne isolation, the patient received some items (books, jacket, etc.) that were dropped off by the patient's friend. During the completion of the patient belonging checklist, the two nurses identified illegal paraphernalia. They then took steps to have this reported to their chain of command and Security. GPD then came to take possession of the items.





HAPPY BIRTHDAY

#TEAMGMHA
FEBRUARY BIRTHDAYS

Mary Grace Abanilla
Maricel Aguilar
Janine Almonte
Helen Alvarez
Valerie Ampare
Bernadette Angeles
Chelsea Aquai
Michelle Balajadia
Michelle Barasi
John Barcinas II
Elizabeth Blas
Clarence Brooks
Kevin Buentipo
Janica Bulatao
Nirali Butala
Mark Calalo
Edward Camacho
Shanydee Castro
Nestor Catangay
Sharmin Celeste
Galen Cepeda
Kenneth Cruz
Lourdes Cruz
Sharon De Leon

Alvin Dela Cruz
Maria Evelyn Dimla
Bishoy Elbebaw
Angelo Elomina
Val Enate
Gerald Enriquez
Ryan Ganon
Eduardo Garcia
Jerry Garcia
Joseph Garcia
Kayse Gatus
Rodalyn Gerardo
Sangwook Kang
Johnny Kim
Amer Larimer
Oliver Laxamana
Nicole Legaspi
Kamille Leon Guerrero
Bobbie Jean Lujan
Priscilla Manglona
Lanie Mangosong-Anderson
Evelyn Martinez
Jeanette Martinez

Sean McConnell
Very Medina
Eunice Mendiola
Peter Meno
Eileen Mercado
Joaquin Mesa
Jessica Necheles
Verrad "Kwasi" Nyame
Aubrey Pablo
Mary Ann Palomo
Berthalou Pangelinan
Eugene Papa
Howard Piersing II
Shirley Pili
Ivana Pinaula
Maricel Purigay
Cheryll Quiaoit
Dionita Quintanilla
Geneffer Raigelig
George Reyes
Annie Salas
Athea Salas
Emma Salcedo

Monica Samson
Angelia San Agustin
Eleanor San Nicolas
Garren San Nicolas
Fe Sanchez
Justeen Santiago
Brandon Savella
Marc Sexton
Taichina Simi
Jefford Smau
Jolybii Song
Crystal Soriano
Gladys Tesei
Jasmine Tiglaio
Rodela Tomagan
Kraven Torres
Nixan Velasquez
Cherrie Visperas
Evelyn Vistro
Sylvia Weisenbeger
Mechelle Whiting
Ma. Gwen Yanasa
Nicole Yim
Kodi Zoubir



HOSPITAL ACCREDITATION

6 TIPS FOR MANAGING AFTER-HOUR ACCESS TO THE HOSPITAL PHARMACY

Medications must be available for administration to patients when needed, including when the pharmacy is not open. For hospitals functioning without a 24/7 on-site pharmacy, non-pharmacy personnel become responsible for the retrieval of medications. If after-hour access is granted, then CMS expects safeguards and oversight to be in place. Let's discuss and explore how your hospital can meet those expectations.

Before we begin, we need to debunk a common misconception – CMS does not blankly prohibit after-hour access to the pharmacy by non-pharmacy personnel. Part of the confusion stems from stricter regulations promulgated by accrediting organizations or State law. Basically, CMS states that routine after-hours access to the pharmacy by non-pharmacists should be minimized and eliminated as much as possible. If access is necessary, then it should only be granted to personnel designated by hospital policy (approved by pharmacy leadership and the medical staff), and in accordance with Federal and State law.

Here's six tips to help your hospital meet those expectations.

1. **Limit Access:** Access must be limited to a set of medications that have been approved by the hospital. These medications can be stored in a night cabinet, automated storage and distribution device, or a limited section of the pharmacy. Medications chosen to be available for retrieval after hours should be intended to treat urgent or emergent conditions – not routine care needs, i.e., if it can wait until the pharmacy reopens, it shouldn't be on the list.
2. **Train Authorized Staff:** Only trained, designated prescribers and nurses are permitted access to medications. The hospital's policy should define who is permitted to have after-hour access and the minimum qualifications required for these individuals. Most hospitals limit individuals who perform after-hour access to just a few individuals, e.g., a house supervisor or charge nurse. The approved individuals should have documented formal training, including permissible and prohibited practices when accessing medications after-hours.
3. **Independent Second Checks:** Quality control procedures need to be in place to prevent medication retrieval errors. This can be accomplished by incorporating an independent second check by another individual or a secondary verification built into the system, e.g., bar coding. For many hospitals, this is accomplished by having the pharmacy review what was removed from the after-hour inventory against what was ordered when the pharmacy next opens for service. While this approach provides some assurances, it doesn't prevent retrieval errors. There should be a double-check process in place at the time the medications are retrieved.
4. **Pharmacist Coverage:** The hospital must arrange for a qualified pharmacist to be available either on-call or at another location to answer questions or provide medications beyond those accessible to non-pharmacy staff. Many hospitals utilize another organization that has 24-hour pharmacy service. Additionally, the hospital must ensure that pharmacy personnel are available to come on-site, open the pharmacy, and prepare/dispense medications if needed.
5. **Quality Assurance:** Implement an ongoing evaluation process of the retrieval process to determine if medications are accessed routinely and the causes of accessing the pharmacy after hours. Surveyors will look to see that your hospital closely monitors after-hour access, the medications accessed, and the reason why access is occurring. Data should be collected, aggregated, and analyzed on a regular basis; most hospitals conduct reviews at least quarterly.
6. **Corrective Action(s):** When indicated, take appropriate action(s) to reduce the number of times non-pharmacist personnel are obtaining medications after the pharmacy is closed. There should be a consistent goal to eliminate after-hour access that does not address an urgent or emergent care need.

Applying these tips will go a long way in assuring that your hospital has both a compliant and safe process for after-hour access to the pharmacy.

Reference

Center for Medicare and Medicaid Services. (2024). State Operations Manual, Appendix A – Survey Protocol, Regulations, and Interpretive Guidelines for Hospitals. Retrieved from [cms.gov](https://www.cms.gov)



COMPLIANCE TIP OF THE MONTH

Organizations are required by the Center for Medicare/Medicaid Services (CMS) to reduce the likelihood of legionella in their water systems by establishing a water management program. This is an overview of a water management program that organizations can use to help develop one.

The development of a water management program is a multiple step and continuous process. The steps that an organization should follow in the development are as follows:

- Establish a water management program team
- Describe the building water systems using text and flow diagrams
- Identify areas where Legionella could grow and spread
- Decide where control measures should be applied and how to monitor them
- Establish ways to intervene when control limits are not met
- Make sure the program is running as designed and is effective
- Document and communicate all the activities

Establish A Water Management Program Team

The first step is to establish a team. The team should be made up of key individuals that can provide adequate resources. This would include individuals such as: Building owner, maintenance or engineering employees, equipment or chemical suppliers, water treatment professionals, certified industrial hygienists, State and local health officials, and environmental health specialists.

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



HEALTHCARE REGULATORY ALERTS

CDC Health to Accelerate Subtyping of Influenza A in Hospitalized Patients

On January 16, 2025, the Centers for Disease Control and Prevention (CDC) issued a Health Alert Network (HAN) advisory recommending a shortened timeline for subtyping all influenza A specimens among hospitalized patients to identify non-seasonal influenza. Clinicians and laboratorians are reminded to test for influenza in patients with suspected influenza and now, to expedite the subtyping of influenza A-positive specimens from hospitalized patients, particularly those in an intensive care unit (ICU). Further detailed information may be obtained at <https://www.cdc.gov/han/2025/han005>



CIHQ-ARS WEBINARS

UPCOMING CIHQ-ARS WEBINARS (CEUS PROVIDED):

Become Patient and Survey Ready with RLDatix

February 11, 2025

Join us as we discuss how the RLDatix Audits & Standards solution can help your organization maintain readiness for regulatory surveys and close the loop on findings through our rounding/tracing tools. Hear from St. Luke's Health System's Accreditation Program Manager, Catherine Cunningham, on her experiences leveraging the Audits & Standards solution to make sure her team was survey ready.

10 Tips for Auditing Sterile Processing

February 21, 2025

Conducting surveillance audits in sterile processing and procedural areas is a necessity for an effective infection prevention and control (IPC) program. Staying abreast of the latest regulations and knowing the "hot spots" is a must!...

Future Webinars

Door Locks - When and how they can be used

March 21, 2025

In this webinar we will be discussing when and how door locks can be used in a healthcare facility. There are many challenges and codes that an organization must consider when determining when and how they can lock a door. Learn what some of those challenges are for your organization.

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).



"Service was excellent. We were entertained by Eleanor San Nicolas who explained everything efficiently and nicely. Thank you!"

- GMHA Patient



GUAM MEMORIAL
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AGUARDIA SERVIDOR MANUSCRIPT GUARDIA



"The doctors, nurses, and staff are polite. Thank you to everyone took good care of me while I was recovering, God bless you all and have a safe and Happy Holidays to all."

- GMHA Patient



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AGUARDIA SERVIDOR MANUSCRIPT GUARDIA



"Words can't express how grateful we are to the nurses in the NICU Dept., not just for taking care of our baby but for also treating us like family. For the past 5 months, we've been faced with many ups and downs, and we're thankful to them for not giving up on our baby and for always being there for us during our most crucial times. They displayed their professionalism and quick thinking, and they deserve to be praised for the hard work they put in."

- GMHA Patient



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HOSPITAL AUTHORITY
AGUARDIA SERVIDOR MANUSCRIPT GUARDIA



"I am really grateful to all the staff at GMHA who helped me through my time of need. They took ample care of my physical and emotional health. I would like to commend the nurses and doctors of the L&D, OB ward, and NICU for their skills and support in all they did for me and my child. It is the great people of our community like the staff and security at GMHA who enrich our island with Inafa' Maolek."

- GMHA Patient



GUAM MEMORIAL
HOSPITAL AUTHORITY
AGUARDIA SERVIDOR MANUSCRIPT GUARDIA



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

- GMHA Patient



GUAM MEMORIAL
HOSPITAL AUTHORITY
AGUARDIA SERVIDOR MANUSCRIPT GUARDIA



"Thank you so much for your help during our stay in Guam. I love the hospital. Thank you so much."

- GMHA Patient



GUAM MEMORIAL
HOSPITAL AUTHORITY
AGUARDIA SERVIDOR MANUSCRIPT GUARDIA



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

Your dedication and contributions make a real difference.

Until next time, be well!

[HAVE ANY IDEAS OR SUGGESTIONS?](#)

EMAIL US AT COMMUNICATIONS@GMHA.ORG

WHAT'S HAPPENING IN MARCH

**Guam History and Chamorro Heritage
Day/Mes CHamoru**

**National Employee Appreciation Day,
March 7**

Good Friday, March 29

Follow us On

