Outlook

**Messages & Communications Doc. No. 38GL-26-3192 through 3201.**

**From** 38th Committee On Rules <committeeonrules@guamlegislature.gov>
**Date** Fri 11/13/2026 4:27 PM
**To** Guam Legislature Clerks <clerks@guamlegislature.gov>
**Cc** Frank Blas Jr. <speakerblas@guamlegislature.gov>

5 attachments (23 MB)
111326COMM Doc. No. 38GL-26-3193.pdf; 111326COMM Doc. No. 38GL-26-3197.pdf; 111326COMM Doc. No. 38GL-26-3198.pdf; 111326COMM Doc. No. 38GL-26-3196.pdf; 111326COMM Doc. No. 38GL-26-3199.pdf;

*Håfa Adai* Clerks Office,
Please see attached, **Messages & Communications Doc. No. 38GL-26-3192 through 3201** for processing:

| | | | |
|---|---|---|---|
| √ | **38GL-26-3192** | Guam Department of Education | Superintendent's Report – DE-1 (GG-1) or Contract of Employees as of October 2026* |
| √ | **38GL-26-3193** | Department of Revenue and Taxation | Cannabis Control Board Meeting Packet for September 23, 2026* |
| √ | **38GL-26-3194** | Guam Memorial Hospital Authority | FY2025 Citizen-Centric Report* |
| √ | **38GL-26-3195** | Guam Police Department | Prior Year Obligation to pay Lagu, LLC in the total amount of $5,126.40. |
| √ | **38GL-26-3196** | Guam Police Department | Prior Year Obligation to pay Tyler Technologies Inc. in the total amount of $7,345.98. |
| √ | **38GL-26-3197** | Guam Police Department | FY2026 4th Quarter Travel Report ending September 30, 2026. |
| √ | **38GL-26-3198** | Guam Economic Development Authority | FY2026 4th Quarter Travel Report for period ending September 30, 2026* |
| √ | **38GL-26-3199** | Department of Public Health and Social Services | Guam Board of Allied Health Examiners Regular Board Meeting Packet for November 6, 2026* |
| √ | **38GL-26-3200** | Port Authority of Guam | Board Meeting Packet for November 6, 2026* |
| √ | **38GL-26-3201** | Department of Youth Affairs | FY2026 4th Quarter Reports – Financial, Non-Profit Organization, Non-Appropriated Fund, Staffing Pattern and Prior Year Obligation for the period ending September 30, 2026* |

Please retrieve Doc. No. 38GL-26-3192, 3194, 3195, 3200 and 3201 from link below:

Messages & Communications Physical Scanned Copy - Google Drive

Kindly reply to this email.

*Si Yu'os ma'åse',*

Marie Crisostomo

Committee on Rules Assistant

**COMMITTEE ON RULES**

Vice Speaker V. Anthony Ada, Chairperson

*I Mina'trentai Ocho Na Liheslaturan Guåhan*

*38th Guam Legislature*

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# Messages and Communications 38GL-26-3194*

2 messages

**Speaker Frank Blas Jr.** <speakerblas@guamlegislature.gov> Tue, Nov 10, 2026 at 11:44 AM
To: 38th Committee On Rules <committeeonrules@guamlegislature.gov>, Sabrina Salas Matanane <office.senatorbri@guamlegislature.gov>

*Håfa adai,*

Please see attached M&C Doc. No. 38GL-26-3194

| | | |
|---|---|---|
| 38GL-26-3194 | Guam Memorial Hospital Authority | FY2025 Citizen-Centric Report* |

*Si Yu'os Ma'åse'*

*Bernice Rivera*

Administrative Assistant

**Office of Speaker Frank F. Blas, Jr.**

**I Mina'trentai Ocho na Liheslaturan Guåhan 38th Guam Legislature**

**Guam Congress Building, 163 Chalan Santo Papa, Hagatña**

**(671)969-6456**
**speakerblas@guamlegislature.gov**

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38GL-26-3194.pdf

GMHA FY2025 Citizen-Centric Reports (CCR) (1)…

On Fri, Nov 6, 2026 at 5:04 PM Tihu Lujan <tihu.lujan@gmha.guam.gov> wrote:

> Håfa Adai Speaker Blas and Public Auditor Cruz,
>
> On behalf of the Guam Memorial Hospital Authority (GMHA), please find attached our Fiscal Year 2025 Citizen-Centric Report, submitted pursuant to Title 1 Guam Code Annotated, § 1922 (Public Law 30-127).
>
> The four-page report provides an overview of GMHA's operations, patient care and services, financial performance, and future priorities for Guam's public hospital.
>
> The report is also in the process of being published on GMHA's official website, **www.gmha.org**, for public access and transparency.
>
> We respectfully request acknowledgment of receipt of this submission. Please let us know if any additional information or documentation is needed.
>
> Si Yu'os Ma'åse'!




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**38th Committee On Rules** <committeeonrules@guamlegislature.gov> Fri, Nov 13, 2026 at 9:27 AM
To: "Speaker Frank Blas Jr." <speakerblas@guamlegislature.gov>

*Håfa Adai,*

Received, and thank you.

*Si Yu'os ma'åse',*

Marie Crisostomo

Committee on Rules Assistant

**COMMITTEE ON RULES**

Vice Speaker V. Anthony Ada, Chairperson

*I Mina'trentai Ocho Na Liheslaturan Guåhan*

*38th Guam Legislature*

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[Quoted text hidden]

THE GUAM LEGISLATURE

**Speaker Frank Blas Jr. <speakerblas@guamlegislature.gov>**

# GMHA FY25 Citizen-Centric Report

3 messages

**Tihu Lujan** <tihu.lujan@gmha.guam.gov> Fri, Nov 6, 2026 at 5:04 PM
To: "speakerblas@guamlegislature.gov" <speakerblas@guamlegislature.gov>, "bjcruz@guamopa.com" <bjcruz@guamopa.com>, "vduenas@guamopa.com" <vduenas@guamopa.com>
Cc: Joleen Aguon <joleen.aguon@gmha.guam.gov>, Yukari Hechanova <yukari.hechanova@gmha.guam.gov>, Jesse Quenga <jesse.quenga@gmha.guam.gov>, Joseph Mcdonald <joseph.mcdonald@gmha.guam.gov>, Theo Pangelinan <theo.pangelinan@gmha.guam.gov>

Håfa Adai Speaker Blas and Public Auditor Cruz,

On behalf of the Guam Memorial Hospital Authority (GMHA), please find attached our Fiscal Year 2025 Citizen-Centric Report, submitted pursuant to Title 1 Guam Code Annotated, § 1922 (Public Law 30-127).

The four-page report provides an overview of GMHA's operations, patient care and services, financial performance, and future priorities for Guam's public hospital.

The report is also in the process of being published on GMHA's official website, **www.gmha.org**, for public access and transparency.

We respectfully request acknowledgment of receipt of this submission. Please let us know if any additional information or documentation is needed.

Doc Type: 38GL-26-3194
OFFICE OF THE SPEAKER
FRANK F. BLAS, JR.
November 6, 2026
Time: 5:04 PM
Received:

Si Yu'os Ma'åse'!




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**GMHA FY2025 Citizen-Centric Reports (CCR).pdf**
16788K

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**Benjamin Cruz** <bjcruz@guamopa.com> Fri, Nov 6, 2026 at 5:13 PM
To: Tihu Lujan <tihu.lujan@gmha.guam.gov>
Cc: "speakerblas@guamlegislature.gov" <speakerblas@guamlegislature.gov>, "vduenas@guamopa.com" <vduenas@guamopa.com>, Joleen Aguon <joleen.aguon@gmha.guam.gov>, Yukari Hechanova <yukari.hechanova@gmha.guam.gov>, Jesse Quenga <jesse.quenga@gmha.guam.gov>, Joseph Mcdonald <joseph.mcdonald@gmha.guam.gov>, Theo Pangelinan <theo.pangelinan@gmha.guam.gov>

Receipt acknowledged
Benjamin J. F. Cruz

Public Auditor

Office of Public Accountability – Guam

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Tel. (671) 475-0390 ext. 209

Fax (671) 472-7951

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**Speaker Frank Blas Jr.** <speakerblas@guamlegislature.gov> Tue, Nov 10, 2026 at 11:35 AM
To: Tihu Lujan <tihu.lujan@gmha.guam.gov>
Cc: "bjcruz@guamopa.com" <bjcruz@guamopa.com>, "vduenas@guamopa.com" <vduenas@guamopa.com>, Joleen Aguon <joleen.aguon@gmha.guam.gov>, Yukari Hechanova <yukari.hechanova@gmha.guam.gov>, Jesse Quenga <jesse.quenga@gmha.guam.gov>, Joseph Mcdonald <joseph.mcdonald@gmha.guam.gov>, Theo Pangelinan <theo.pangelinan@gmha.guam.gov>

*Håfa Adai,*

*Confirming receipt of your email.*

*Si Yu'os Ma'åse'*

*Bernice Rivera*

Administrative Assistant

# Office of Speaker Frank F. Blas, Jr.

**I Mina'trentai Ocho na Liheslaturan Guåhan 38th Guam Legislature**

**Guam Congress Building, 163 Chalan Santo Papa, Hagatña**

**(671)969-6456**
**speakerblas@guamlegislature.gov**


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On Fri, Nov 6, 2026 at 5:04 PM Tihu Lujan <tihu.lujan@gmha.guam.gov> wrote:
[Quoted text hidden]

38GL-26-3194
Messages and Communications
RECEIVED
COMMITTEE ON RULES
November 10, 2026
11:44 a.m.
Marie Crisostomo

GUAM MEMORIAL HOSPITAL AUTHORITY
ATURIDÅT ESPETÅT MIMURIÅT GUÅHÅN

# FISCAL YEAR 2025 CITIZEN-CENTRIC REPORT

OCT. 1, 2024 – SEPT. 30, 2025

CCR AGA



## WHAT'S INSIDE

1 GUAM'S HOSPITAL 2 A YEAR OF CARE 3 FINANCIAL PERFORMANCE 4 FUTURE OUTLOOK

## GUAM'S HOSPITAL ♥ OUR LEGACY

Serving Guam since 1946, the Guam Memorial Hospital Authority (GMHA) is the government non-profit corporation, governed by a Board of Trustees which oversees the operation of the hospital. GMHA provides emergency, inpatient, maternal-child, specialty and diagnostic care, skilled nursing and Department of Corrections outpatient services. An autonomous Government of Guam agency since 1977, GMHA serves Guam and neighboring islands in Micronesia.

**1,192** FULL TIME EMPLOYEES

**63.4%** MEDICARE / MEDICAID CHARGES

**548 → 586** NURSES HIRED / FY24 → FY25

**31 → 12** TRAVEL NURSES / FY24 → FY25

### OUR MISSION

Committed to compassionate, forward-thinking, quality-driven, and safe health care that honors the community.

### OUR VISION

To achieve a culture and environment of safety and quality patient care meeting national standards and addressing the community's needs in a fiscally responsible, autonomous hospital.

## FY2025 LEADERSHIP

### BOARD OF TRUSTEES

**Sharon J. Davis**
Chairperson

**Teresa Damian-Borja, DPM**
Vice-Chairperson

**Suzanne D. Lobaton**
Secretary

**Sonia L. Siliang**
Treasurer

**Michael J. Um, MD**
Trustee

**Antoinette M. Kleiner**
Trustee

**Krista L. Blankenship**
Trustee

**Melanie R. Mendiola**
Trustee

### EXECUTIVE MANAGEMENT

**Lillian Perez-Posadas, MN, RN**
Hospital Administrator & CEO

**Ricardo Eusebio, MD**
Acting Associate Administrator
Medical Services & Chief Medical Officer

**Rizaldy Tugade**
Associate Administrator
Operations

**Rodalyn Gerardo**
Assistant Administrator
Operations

**Ana Belen "Belle" Rada**
Assistant Administrator
Professional Support Services

**Yukari Hechanova**
Chief Financial Officer

**Christine Tuquero**
Assistant Administrator
Nursing Administration

**Liezl Concepcion**
Deputy Assistant Administrator
Nursing Administration

**Danielle Manglona**
Administrator
Quality, Patient Safety & Regulatory Compliance

**Jesse Quenga**
Personnel Services Administrator

**Manny Gabriel**
Hospital Information Technology Administrator

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671-647-2555
COMMUNICATIONS@GMHA.GUAM.GOV
WWW.GMHA.ORG
MONDAY – FRIDAY 8:00 AM – 5:00 PM
EMERGENCY ROOM OPEN 24 HOURS

Doc. No. 38GL-26-3194.

# A YEAR OF CARE, MONTH BY MONTH

**33,355** Patient Encounters

**3,012** Surgeries Performed

**1,967** Total Births

**7,669** Inpatient Discharges

| Q1 / OCT–DEC 2024 | Q2 / JAN–MAR 2025 | Q3 / APR–JUN 2025 | Q4 / JUL–SEP 2025 |
|---|---|---|---|

### SURGERIES PERFORMED

| Q1 / OCT–DEC 2024 | | | Q2 / JAN–MAR 2025 | | | Q3 / APR–JUN 2025 | | | Q4 / JUL–SEP 2025 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 304 | 233 | 226 | 232 | 238 | 211 | 308 | 283 | 228 | 285 | 232 | 232 |

### TOTAL BIRTHS

| Q1 / OCT–DEC 2024 | | | Q2 / JAN–MAR 2025 | | | Q3 / APR–JUN 2025 | | | Q4 / JUL–SEP 2025 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 196 | 191 | 155 | 176 | 149 | 169 | 155 | 158 | 155 | 165 | 147 | 151 |

## QUARTERLY READMISSION RATE

Tracks returns to inpatient care after discharge.

FY2024 FY2025

| Q1 / OCT–DEC 2024 | | Q2 / JAN–MAR 2025 | | Q3 / APR–JUN 2025 | | Q4 / JUL–SEP 2025 | |
|---|---|---|---|---|---|---|---|
| 17 | 12 | 18 | 11 | 15 | 16 | 12 | 13 |

## PATIENT ACTIVITY

| Encounters | FY24 | FY25 |
|---|---|---|
| Emergency room | 16,293 | 16,492 |
| Outpatient | 8,732 | 9,194 |
| Inpatient + SNF | 8,207 | 7,669 |
| Total | 33,232 | 33,355 |

## PATIENT EXPERIENCE: LISTENING TO OUR PATIENTS

Surveys record courtesy, listening, clear explanations and timely help, plus support with pain, bathroom and discharge needs. They also assess registration, billing, cleanliness, meals and room conditions. July-Sept. 2025 data not available.

COURTESY & RESPECT / Monthly Respondents Answering "Always" / FY2025 Q1–Q3

| Care Team | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---|---|---|---|---|---|---|---|---|---|
| Nursing | 91% | 84% | 93% | 81% | 82% | 91% | 94% | 88% | 76% |
| Physicians | 96% | 90% | 90% | 89% | 79% | 94% | 88% | 87% | 64% |

### NATIONAL STANDARDS. LOCAL CARE.

CAP laboratory accreditation renewed in September 2025, continuing since 1999. ACR named GMHA a Lung Cancer Screening Center in October 2024. Bag checks and handheld metal detectors strengthened entry screening in January 2025.



Quality Care, Close To Home

### EQUIPPING OUR TEAMS

$4.2M in equipment additions and $0.6M for specialty supported care. The GMH Volunteers Association donated $0.4M in equipment and vehicles. Their Charity Ball raised $328,000 toward an anesthesia machine, two ICU beds and rehabilitation equipment.



Community Support In Action

# FINANCIAL PERFORMANCE

## REVENUES

GMHA's financial statements for Fiscal Year 2025 received an unmodified (clean) opinion from Ernst and Young, LLP. GMHA's comprehensive financial statements may be viewed online at www.gmha.org.

FY2025 gross patient revenues increased by $12.1M, or 4.2%, from $289.2M in FY2024 to $301.2M in FY2025. Inpatient revenues increased 4.8% or $10.7M. The increase was attributable to an annual 5% increase in hospital fees. Gross revenues for Skilled Nursing increased 4.1%, or $0.5M, and outpatient revenues increased 1.7%, or $0.9M mainly in Gastroenterology ($2.6M, or 148.5%), Cardiology ($2.3M, or 210.5%), and Pulmonology ($0.5M, or 187.7%). GMHA provides a proportionately high number of inpatient services to outpatient services wherein 81.9% of gross revenues are attributed to inpatient services and 18.1% for outpatient services. Operating revenues decreased by 14.3% ($20.0 million) in FY2025, primarily due to an increase in contractual allowances recorded for Medicare and Medicaid, which reduced net patient service revenue. Although GMHA increased room and board rates in November 2023, Medicare reimbursement continues to be based largely on fixed per diem rates rather than billed charges. FY2025 DDC clinic revenues increased by $0.5M to $4.7M and in FY2024, $0.6M to $4.2M due to increases in salaries and supplies. Non-operating revenues in FY2025 increased 44.8%, or $32.9M compared to FY2024 due to increases in transfers from the Government of Guam via legislative appropriations and federal ARPA grants. GMHA received $10.0M in American Rescue Plan Act funds for vendor payments.

### REVENUE COMPARISON

USD MILLIONS

| | FY23 | FY24 | FY25 | FY25 vs FY24 % Change |
|---|---|---|---|---|
| Net Patient Revenues | $ 93.5 | $ 133.9 | $ 113.2 | -18% |
| Other Operating Revenue | $ 4.3 | $ 5.8 | $ 6.5 | 11% |
| Transfer from GovGuam | $ 32.5 | $ 71.3 | $ 93.9 | 24% |
| Federal Grants | $ 21.7 | $ 1.8 | $ 11.9 | 85% |
| Other Non-Operating Revenue | $ 0.5 | $ 0.2 | $ 0.4 | 50% |
| Capital Grants and | $ 2.6 | $ 0.2 | $ 0.1 | -100% |
| Total Revenues | $ 155.1 | $ 213.2 | $ 226.0 | 6% |




## EXPENSES

Operating expenses in FY2025 decreased 5.2%, or $11.6M, from $223.5M in FY2024 to $211.9M in FY2025. The main drivers for the decrease were reductions in actuarially determined amounts for pension expense and other post-employment benefits. Overall salaries increased 8.5%, or $7.7M compared to FY2024 due to increases in the Nurse Pay Plan that occurred in April 2024, which raised base pay by 18%. Benefits decreased 20.8%, or $7.8M primarily due to decreases in pension expenses of $13.1M, offset by increases in retirement contributions of $2.5M, and medical and dental insurance benefits of $2.7M. Retiree healthcare and other pension benefits decreased $4.9M due to OPEB expense reduction, which is calculated by the retirement fund actuary. Contractual services decreased by 14.3%, or $6.8M mainly due to decreases in contracts for travel nurses from 31 at the end of FY 2024, to 12 as of FY 2025 as a result of ongoing Nursing recruitment and retention efforts. Supplies and materials decreased 8.3%, or $1.7M due to supply chain and inventory challenges.

### EXPENSE COMPARISON

USD MILLIONS

| | FY23 | FY24 | FY25 | FY25 vs FY24 % Change |
|---|---|---|---|---|
| Nursing | $ 62.2 | $ 72.4 | $ 72.0 | -1% |
| Professional Support | $ 41.3 | $ 46.2 | $ 43.5 | -6% |
| Medical Staff | $ 35.3 | $ 42.5 | $ 41.7 | -2% |
| Administrative Support | $ 25.6 | $ 24.8 | $ 21.2 | -17% |
| Retiree Health & Pension Cost | $ 10.9 | $ 16.9 | $ 12.0 | -41% |
| Fiscal Services | $ 8.8 | $ 8.1 | $ 8.8 | 8% |
| Administration | $ 6.3 | $ 6.9 | $ 6.4 | -8% |
| Depreciation & Amortization | $ 5.3 | $ 5.7 | $ 6.2 | 8% |
| Other Expenses | $ 0.4 | $ 0.1 | $ 0.3 | 67% |
| Total Expenses | $ 196.1 | $ 223.6 | $ 212.1 | -5% |





Doc. No. 38GL-26-3194.

# FUTURE OUTLOOK: BEYOND FY2025

**Dr. Joleen Aguon, pulmonologist and critical care physician, became Interim Hospital Administrator/CEO in October 2025.**



Maternal Child Health



Resilient Hospital Systems

## $17.85M
## MCH FUNDING SECURED

By September 2026, Phase One funding and final procurement approvals were in place. Plans expand the Neonatal Intensive Care Unit (NICU) from four to nine beds and double its space to 3,600 sq. ft. Construction remains ahead.

## $16.1M
## FEMA POWER FUNDING AWARDED

Approved federal funding supports secondary power and continuity of care during outages. FEMA covers about 90% of the estimated $17.9M project, with a 10% local share. Implementation remains ahead.

### ADVANCED AICD HEART CARE / MAY 2026

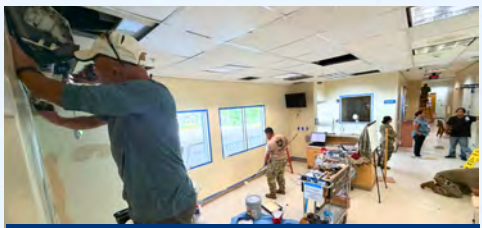
GMHA's Cardiology professionals performed Guam's first implantable cardioverter-defibrillator procedure, expanding local treatment for dangerous heart rhythms.

### 38 NEW PARKING STALLS / AUGUST 2026

Phase One opened 38 new parking spots, improving access for patients, families and employees. Phase Two advances sidewalks and pedestrian access.

### SEPTEMBER 2026 CAPITAL PORTFOLIO STATUS

**49** capital projects completed ✓ **45** projects underway **7** preparing to launch



Guard + Team GMHA

## GUARD SUPPORT. ACCREDITATION READINESS.

Activated in 2026, the Guam National Guard joined the hospital 's Facilities Maintanence Department to improve the care environment as the hospital prepares to achieve accrediation. GMH and the Skilled Nursing Facility remain CMS certified. GMHA is preparing for CIHQ accreditation, targeted for FY2027.

## BUILDING TODAY. PLANNING AHEAD.

Hospital leaders continue to invest in facility modernization, cybersecurity enhancement, telemedicine and daily management improvements to support exceptional public services and patient care. Planning continues for a proposed Mangilao hospital, co-located VA clinic and connected electronic health records.

## FASTER PATIENT BILLING

**4** FY 25

**18** FY 24

14 days faster to issue bills in 2026.
Billing speed, not time to collect payments.



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Doc. No. 38GL-26-3194.