GUAM MEMORIAL HOSPITAL AUTHORITY
ATURIDÅT ESPETÅT MIMURIÅT GUÅHÅN

FISCAL YEAR 2025 CITIZEN-CENTRIC REPORT

OCT. 1, 2024 – SEPT. 30, 2025



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

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 %
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

	FY22	FY24	FY25	% 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 Healthcare & 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%



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

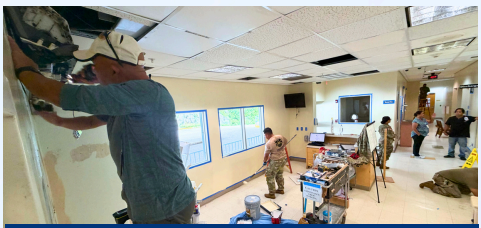
GMHA's Cardiology professionals performed Guam's first implantable cardioverter-defibrillator procedure, expanding local treatment for dangerous heart rhythms.

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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