



UFISINAN I MAGA'HÅGAN GUÅHAN
OFFICE OF THE GOVERNOR OF GUAM

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GMH Cannot Wait: Fund the Systems That Protect Patients and Sustain Our Public Hospital

The following is a statement issued by the office of the Governor of Guam in reaction to yesterday's public hearing regarding the use of additional section 30 funds for the Guam Memorial Hospital:

Hagåtña, Guam —

“Yesterday’s public hearing underscored the urgency of replacing the electronic health record and revenue cycle systems at Guam Memorial Hospital.

GMH’s clinical and financial systems do not properly communicate with each other. Employees still transfer information between them by hand. CareVue is failing with increasing frequency, and during outages doctors and nurses return to handwritten orders, telephoned results and paper records. Manufacturer support for the servers running the hospital’s billing system ends in December, and components have already degraded or failed.

These are systems used to care for patients and collect payment for that care.

There are other important proposals competing for the same limited revenues. Power credits would provide temporary relief to families. Reducing the amount financed for Simon Sanchez High School could lower its long-term cost. Repairs are needed throughout our public schools.

Each is a legitimate need. Limited resources still require choices.

Bill No. 1 addresses the systems used every day at Guam’s only public hospital. When someone arrives at GMH with a heart attack, stroke or sepsis, the treating physician needs to know what medications that patient takes, what allergies they have, what tests have shown and what treatment has already been provided. That

information needs to be available when the decision is being made—not found later in another system or reconstructed during an outage.

Replacing the revenue cycle system also strengthens GMH financially.

GMH can only bill for care it can document. Under the current system, charges can go uncaptured, claims can be denied and bills can go out late. After a system failure in 2023, GMH's claims fell so far behind that the hospital borrowed millions in Medicaid advances to meet payroll.

When GMH provides care but cannot properly bill and collect for it, the cost does not disappear. It becomes another financial problem the hospital and ultimately the government must solve. A modern revenue cycle system gives GMH a better ability to collect Medicare, Medicaid and insurance reimbursements for services it has already provided.

We also have to be candid about the fiscal circumstances in which this decision is being made. The Majority chose to forgo significant revenue at a time when government already faced clear and competing needs. Those needs did not go away. There are simply fewer dollars available to meet them.

That makes prioritization harder. It does not make it optional.

Questions were raised yesterday about whether the \$15.885 million proposed for GMH will ultimately cover the full cost of an enterprise electronic health record and revenue cycle system. The final cost cannot responsibly be represented as certain before competitive procurement establishes what the market will provide and at what price.

The appropriation allows GMH to take its requirements to market, receive competitive proposals and determine the actual cost of the system Guam needs. The proposed RFP requires bidders to identify costs including data migration, training, staff backfill, travel, devices and interfaces rather than allowing those expenses to surface later.

If competition produces a better or less expensive solution, government should take advantage of it.

But we cannot require GMH to know through estimation what procurement is intended to establish through competition.

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GOVERNOR



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There is little time to waste.

GMH estimates implementation will take 15 to 18 months. Its current clinical agreement expires in April 2028. Every month of delay reduces the time available to procure, implement, test and transition to a replacement while the existing system remains available.

If there is another funded solution that can replace these systems safely, affordably and on time, bring it forward. The Administration will consider it seriously.

But there must be a solution.”

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