

Become a sustainable and replicable model of healthcare in Cambodia.

The Angkor Hospital for Children's five year Strategic Plan (2016 - 2020) was developed to ensure our vision, mission and values are reflected in all unit operating plans and daily activities and highlights our commitment to being a centre of excellence for paediatric treatment, education and prevention in Cambodia.



Mission

Improve healthcare for all of Cambodia's children.

Vision

All Cambodian children to have access to quality compassionate medical care wherever they live and whatever their ability to pay.

Values

- + Compassion
- + Quality Care
- + Expertise
- + Integrity



REE MEDICAL TREATMENTS 179699





EYE CONSULTATION 15408

VISITS TO HOMECARE PATIENTS

2411

DENTAL TREATMENTS

68840





Team

IMPACT



CONTINUING MEDICAL AND NURSING EDUCATION **SESSIONS FOR AHC NURSES AND DOCTORS**



GOVERNMENT NURSING STUDENTS TRAINED

GOVERNMENT HEALTH WORKERS TRAINED AT AHC 100

IN-SERVICE TRAININGS FOR HEALTH CENTER STAFF



NUTRITION EDUCATION SESSIONS

N COMMUNITY

EDUCATIONAL SCREENING AND THEATRE SESSIONS

16976 beneficiaries

SCHOOL EYE SCREENING

14990









Dear Friends and Supporters,

I welcome you to the Angkor Hospital for Children 2016 Another year has passed, and with it there is satisfaction Annual Report.

Children, all due to the enduring commitment of our I hope you take pleasure in reading about our accomstaff, volunteers, supporters and friends. On behalf of the plishments in 2016, the dedication of our staff and the children and families of Cambodia, I would like to ex- bravery and resilience of the children and families we press my sincere gratitude. Together we provided almost have supported. 180,000 treatments, admitted 7,660 patients and ad- We continue to uphold our commitment to continual vanced many of our high-impact programs and services. improvement at AHC and one of the foremost initiatives This report will showcase the many ways Angkor Hospital undertaken in 2016 was to implement a hospital-wide for Children is making a real difference and continuing Organisational Quality Assurance (OQA) programme. The our mission to improve healthcare for all of Cambodia's aim of which is to review our quality control procedures

A particular highlight for 2016 has been the inception of quality care. In the latter half of 2016, AHC management our Global Child Health Programme, which utilises the established key performance indicators (KPIs) for each data and research generated at Angkor Hospital for Chil- department, which we will commence reporting against in dren to ultimately strengthen Cambodian health systems the year ahead. This will allow us to monitor and evaluate and influence global child health policy. In collaboration how effectively we are delivering our services and identify with our local and international partners, we have been areas for improvement. able to investigate a number of critical issues in global Our vision remains to provide all Cambodian children with child health, including antibiotic resistance, infectious access to quality, compassionate medical care wherever disease and neonatal mortality. These are major health they live and regardless of their ability to pay. On behalf of issues that not only adversely affect the children of Cam- the hospital, I'd like to say thank you to our staff, doctors, bodia, but children and health providers worldwide.

Additionally, throughout 2016 Angkor Hospital for Chil- this vision, assisting more than 500 children and their dren has continued to build its reputation as a centre of families receive quality health care each day. None of this excellence for education in paediatric healthcare. As well would be possible without you. own staff, we have hosted a number of international beyond, and with your ongoing support we can. volunteers and continue to train medical and nursing students, junior doctors and government health workers from across Cambodia.

The driving ideology of Angkor Hospital for Children Ngoun Chanpheaktra, M.D, DCH, DTMH continues to be the provision of high quality treatment, Hospital Director, education and prevention services. The year ahead Member of Executive Committee promises many positive developments in each of these areas; and I hope you will continue to support us and play an important part in helping us reach our goals.

Very best wishes, Claudia Turner, MB BS, PhD, FRCPCH Chief Executive Officer, Member of Executive Committee



Dear Friends,

at the vast number of lives we have touched, yet always a It has been a productive year for Angkor Hospital for wish to keep evolving and improve upon what we do.

and ensure a coordinated approach to the delivery of high

nurses, volunteers and supporters who breathed life into

as providing education and training opportunities for our We are determined to continue our vital work in 2017 and

ability

Quality

Healthcare

Sustain

Centre of **Excellence**

- **6 2016 IN NUMBERS**
- 8 TREATMENT
- 18 EDUCATION
- 24 PREVENTION
- 32 FUNDRAISING
- **34 GOVERNANCE**
- **36 COST ANALYSIS**
- **38 FRIENDS & FAMILIES**



What a fruitful year 2016 has been for Angkor Hospital for Children

The past twelve months has been met with renewed vigor and the entire team at AHC has not only provided quality and compassionate care to almost 90,000 children, but have focused efforts on developing one of Cambodia's leading paediatric hospitals into a much broader healthcare operation. This is, in part, being achieved through the ongoing professional development of our own medical staff and those from other medical institutions and universities; and conduct of community education and prevention activities to reduce the number of children who get sick in the first place.

Many practical necessities were also achieved throughout the year; some of the hospital buildings received much-needed new roofs to ensure our patients and staff stay safe and dry. Outdoor covers were installed to provide shelter from sun and rain, and we developed a thorough waste management policy including the installation of new, modern incinerators to minimize effects on the environment. A safety and security policy was developed, which included imperative fire-prevention, fire-fighting and evacuation procedures training.

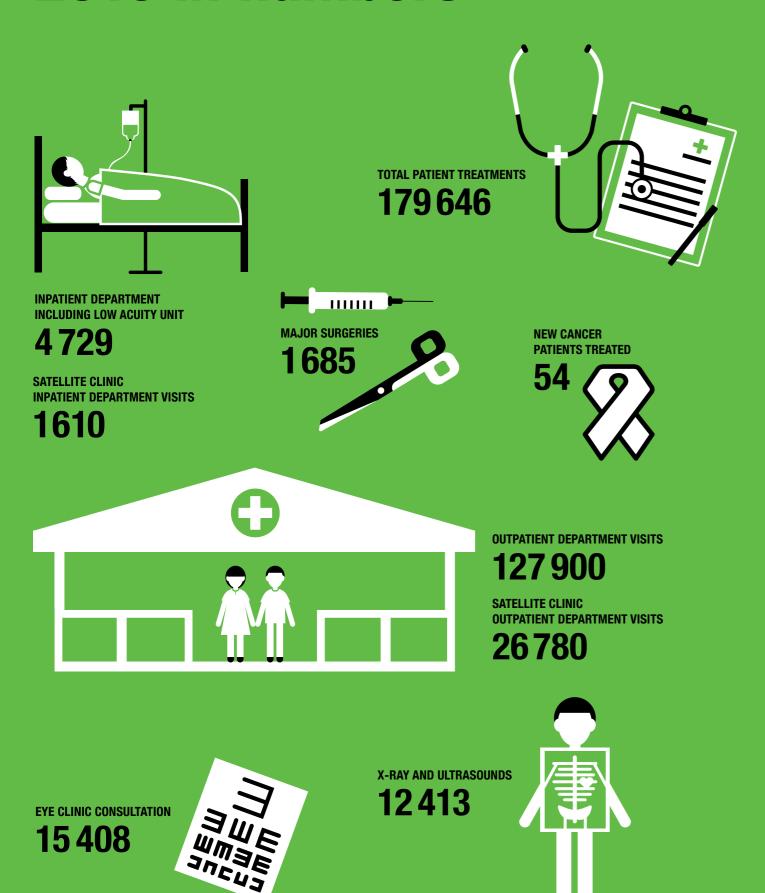
We participated widely in community events in Siem Reap and across Cambodia; and have started plans to upgrade the AHC Visitor Centre, so that it can be utilized more effectively as the hospital's public face in 2016 – we want even more people to know about the important work that is being accomplished!

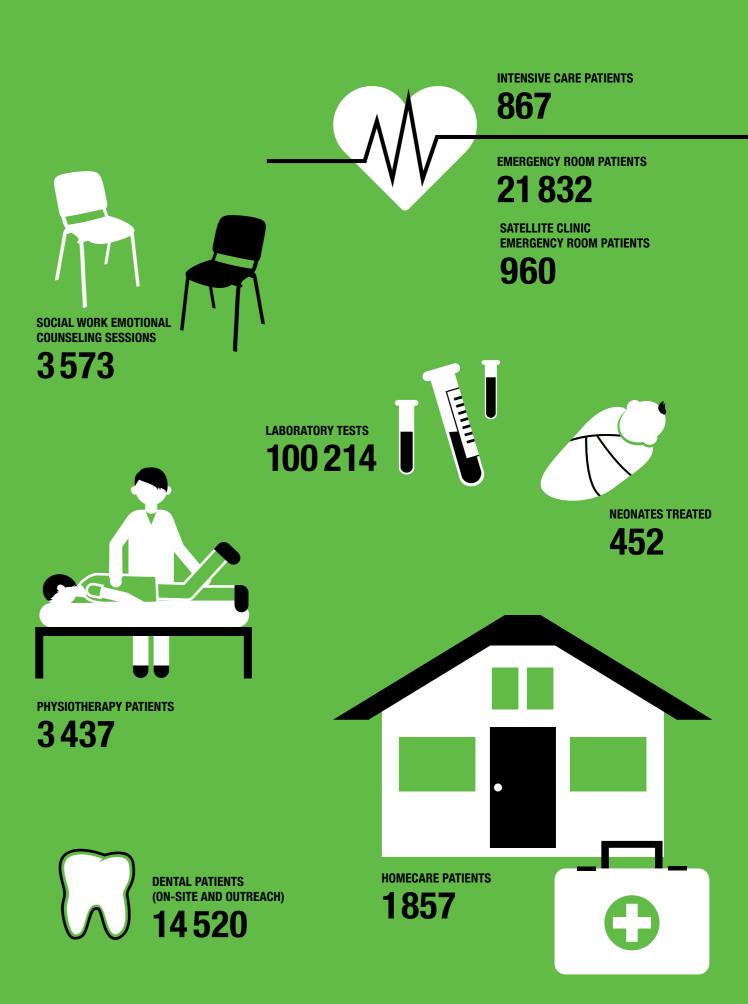
At a strategic level, we introduced our Global Child Health programme which utilises and analyzes the vast amount of data generated at AHC, to look at how it applies to global child health issues. We continued to implement our 5-year Strategic Plan to ensure our mission and values are reflected in all of our operations. Maintaining our vision for all of Cambodia's children to have access to quality medical care, wherever they live and whatever their ability to pay, relies in large part to our dedicated supporters. On behalf of AHC I extend my gratitude to all who have contributed to this vision.

I thank you for your continued support.

Robert Gazzi Board Chairman

2016 in numbers







PATIENTS SEEN BY A CLINICIAN 127 900 AVERAGE

800

PEAK



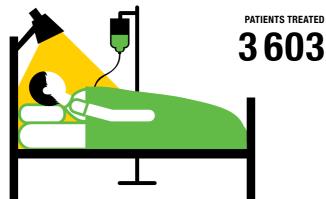
Outpatient Department

The Outpatient Department (OPD) is the first stop for every patient. On arrival, all patients receive a triage assessment to determine the nature and severity of their illness or injury. Urgent cases are admitted to the Emergency Room (ER) for immediate treatment and all non-emergency patients are registered to meet with a clinician or directed to a specialist unit within the hospital.

The OPD is the busiest department and sees an average of 500 patients per day, up to 800 in peak seasons. The OPD was particularly busy during August 2016 to accommodate a seasonal outbreak of dengue fever, and remained busy throughout the end of the year responding to a high number of respiratory cases.

Thanks to a number of policy changes implemented to increase efficiency within the OPD, patient flow was greatly improved and 127,900 patients were seen by a clinician in 2016. The most common diagnoses were respiratory infections, diarrhoea, dengue fever and malnutrition.

Multiple information sessions were conducted in the OPD waiting area to prevent subsequent hospital visits and increase health literacy among children and caregivers. Topics covered included nutrition, hygiene, typhoid and protection against insect-borne diseases.



Inpatient Department

The Inpatient Department (IPD) provides around-theclock care to children from all areas of the hospital. including pre and post-operative patients and those that have been discharged from the Emergency room or the Intensive Care Unit (ER/ICU) for further observation.

The multidisciplinary IPD treats a variety of conditions and is where care is given to children with serious illnesses or who are being treated for an extended period. such as those receiving chemotherapy. It also contains an isolation ward for patients with communicable diseases. Common diagnoses in 2016 included acute respiratory tract infections, pneumonia, bronchitis, gastroenteritis, sepsis and dengue fever.

Despite the challenges of operating within a busy, maximum-capacity department, the hard-working and dedicated IPD staff continue to provide support to caregivers and educate them in basic bedside care. The IPD also provides training to additional government healthcare workers, nurses and medical residents to further strengthen paediatric care across Cambodia.

Throughout 2016 there were opportunities for IPD staff to further their knowledge and skills thanks to AHC's commitment to Continuing Medical Education and Continuing Nursing Education, enabling them to better assess patient needs and provide the best care possible.



EMERGENCY 21832 ROOM INTENSIVE 867



9468 SURGERIES MAJOR 1685 SURGERIES

Emergency Room & Intensive Care

The Emergency Room/Intensive Care Unit (ER/ICU) provides prompt assessment, resuscitation, surgery, intensive care and stabilisation of injured or critically ill children, 24-hours per day, 365 days per year. The most commonly seen emergencies are severe respiratory infections, dog bites, sepsis, asthma, viral infections and injuries stemming from motor accidents.

As many patients are already gravely ill due to delayed arrival, our committed team of doctors and nurses are all trained in Advanced Paediatric Life Support and administration of central line procedures. The fully equipped unit provides vital services to children who might otherwise not survive.

In 2016 the ER/ICU staff attended compulsory short courses, including training on crisis management and effective team communication. Additionally, the ER/ICU provided educational opportunities and training for visiting nurses, medical interns and physicians from throughout Cambodia.

The goal of the ER/ICU is to provide high-quality care in an efficient and compassionate manner. AHC is constantly working to evaluate and improve the care provided, and our dedication to the advancement of our doctors' skills through continuing professional development demonstrates our commitment to meeting this goal.

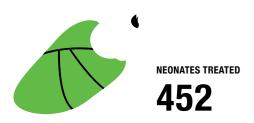
Surgical Unit

Angkor Hospital for Children's Surgical Unit consists of a smaller minor and larger major operating theatres, with three senior surgeons performing the bulk of the procedures. The surgery unit enables families who would otherwise have to pay for potentially very expensive, life-saving surgeries to access quality surgery services for their children without the stresses of the financial burden.

There were 1685 major surgeries and 9468 minor surgeries performed during 2016, including basic general surgery and orthopaedics, urology, plastics (skin grafts and contracture release), thoracic surgery, hepatobiliary surgery and neonatal surgery.

Our hardworking surgeons manage their heavy workloads in very limited space and the facilities are in need of an update to ensure proper space for procedures, patient recovery and to ensure infection prevention control. A complete overhaul of the facilities is being planned and we will be actively fundraising for this in the near future.

AHC Lowering Neonatal Mortality Rates

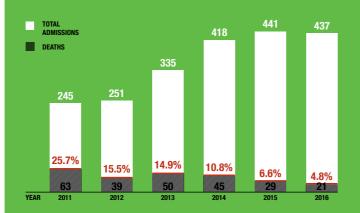


Neonatal Unit

Neonatal care is vital in Cambodia, a country where neonatal mortality rates remain high due to complications at birth in addition to a lack of postpartum care. AHC's Neonatal Unit is working to prevent these tragic deaths by providing high-quality treatment and ongoing support for babies and their families.

Many babies admitted to the Neonatal Intensive Care Unit (NICU) are premature, have a low birth weight or have a medical condition that requires specialist care. The most common diagnoses are neonatal sepsis, pneumonia and neonatal jaundice, in addition to facial and oral malformations.

While their babies are undergoing treatment, new mothers receive additional support and education on issues such as good hygiene practices, disease prevention and effective breast-feeding. AHC also contributes to improving the quality of neonatal health services nationwide, by providing crucial training for medical interns and student nurses.



Improving the care and survival rates for neonates is a priority for Angkor Hospital for Children. Cambodia has one of the highest infant mortality rates in the region. An estimated 49% of all childhood (< 5 years) deaths occur within the neonatal period, or the first 28 days of life. Serious infections and complications during or immediately after birth are among the leading causes of neonatal mortality, yet the vast majority of these deaths are preventable with proper maternal and newborn care.

Angkor Hospital for Children's Neonatal Unit is working to solve these challenges in neonatal health. The standalone ward is one of the only of its kind in Cambodia and consists of the Neonatal Intensive Care Unit (NICU) for critical care and the Special Care Baby Unit (SCBU) for ongoing treatment. Having a separate unit with specialised equipment safeguards our smallest patients from the ailments being treated in other wards, and ensures they have a much greater chance of a fast and full recovery.

This year AHC identified all neonatal admissions from 2011 to 2016 in the hospital database. All neonatal deaths were also identified, and these deaths were crosschecked with two study databases and records generated from death reviews. The data revealed a considerable yearly decline in the incidence rate of mortality, from 25.7% of admissions in 2011 to just 4.8% of admissions in 2016. That is a reduction of around 27% in each year relative to the previous year, over the full 6-year period, and 80% reduction overall. As these remarkable results demonstrate, AHC's Neonatal Unit is having a substantial impact on the reduction of neonatal morbidity and mortality for patients admitted to the hospital. The data and research generated through the Neonatal Unit, together with our dedication to promoting good practice to caregivers and educating medical practitioners on neonatal care, will ensure we can continue to reduce neonatal mortality rates in Cambodia and save more new lives in the years ahead.







NUMBER OF BLOOD TESTS

100214

2411 HOMECARE

JUC17

TOTAL EYE CLINIC CONSULTATIONS

15 408

SCHOOL SCREENINGS

14990

Dental Unit

Knowledge and application of effective oral hygiene practices in Cambodia remains poor and access to affordable paediatric dental care is limited, particularly for families in rural areas. Cambodian children have some of the highest rates of tooth decay in the world and tooth extractions are common.

Left untreated, childhood tooth decay can lead to severe health complications later in life and put patients at risk of serious illness. In response, AHC takes a holistic approach that combines in-house dental treatment with outreach education programmes, which aim to promote preventative oral health measures among children and

As a result of these prevention activities, in 2016 the number of tooth extractions decreased and the number of teeth fillings increased, which suggests the outreach programmes are successfully educating caregivers on the importance of accessing timely quality dental services.

CHILDREN AND FAMILIES 25 558 ON SITE AND IN OUTREACH

Laboratory

The Angkor Hospital for Children's laboratory provides haematology, serology and biochemistry services to inform the decisions of our clinicians and ensure detailed analysis for our patients. All laboratory services are performed with strict adherence to international standards and protocols and our rigorous quality control measures ensure precise, comprehensive and meaningful data for optimal patient care.

AHC also has a diagnostic microbiology lab that analyses specimens to provide reliable identification of bacteria. This facilitates the accurate diagnosis and treatment of children with infections. In partnership with the Cambodia Oxford Medical Research Unit (COMRU), the AHC microbiology lab conducts infectious disease research that focuses on the major causes of morbidity and mortality in Cambodian children. The data generated by the microbiology lab is then used to inform health professionals both within AHC and throughout Cambodia.

In 2016 the AHC laboratory saw a welcome increase in the number of blood donors to the on-site blood bank (which relies upon public donations), meaning more life-saving blood transfusions for children in need.

HIV/Homecare

For many Cambodians, financial and sociocultural barriers can make access to health services a significant challenge. The HIV/Homecare Unit (HHU) was established to facilitate easier access to treatment and to meet the needs of children living with HIV and other chronic condi-

Almost half of all HHU patients are HIV positive, with the remainder suffering mental or physical impairments, congenital disorders or other serious illnesses. The HHU supports patients by providing in-home care for children that have difficulty traveling to AHC, counselling for children and families living with chronic illness and disability, plus follow-up assessments and treatment for discharged patients. It is the largest facility outside of Phnom Penh to provide Antiretroviral Treatment (ART) to HIV positive children.

A key component of their work is providing health education to caregivers and ensuring adherence to treatment plans. They have developed an effective peer education program that supports children and families living with HIV, and they actively work within the community to combat discrimination and reduce stigma associated with the gests the community outreach is working effectively and

During 2016 the HHU developed specific tools and referral checklists to ensure parents and health care providers are educated on reproductive health, sexually transmitted infections and Antiretroviral Treatment (ART). They were also recognised by the Ministry of Labour and Vocational Training for efforts to implement HIV/AIDS responses in the workplace.

racts, corneal scarring, trauma, glaucoma and refractive error, all of which can be successfully treated or corrected with surgery. Many caregivers can't afford treatment; they lack access

Eye Clinic

to treatment or simply don't know that it's available to them. AHC's Eye Clinic aims to address this through community outreach programmes that educate caregivers on the importance of eye care and empowers them to seek timely treatment.

Blindness remains a major public health concern despite

the fact that over 90% of blindness and vision impairment

in Cambodia is preventable. Vision impairment can pro-

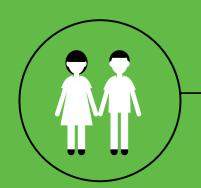
foundly impact a child's learning ability, ultimately affect-

ing their entire life. Leading causes of blindness are cata-

Angkor Hospital for Children's Eye Clinic is dedicated to providing comprehensive paediatric eye care. It conducts major and minor surgeries, offers an eye cancer care programme and it is also the only place in Cambodia that conducts cataract surgery on neonates born with congenital cataracts.

Patient consultations have increased in 2016, which sugthe demand for quality eye care is increasing. Maintaining such programmes is essential to ensure that more children have the opportunity to reach their full potential.





INPATIENT DEPARTMENT

1610

DEPARTMENT 28954



EMERGENCY ROOM VISITS

960



Satellite Clinic

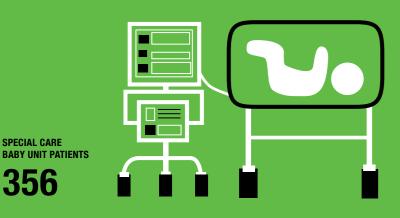
government-run Sotnikum Referral Hospital (SRH), which is approximately 35km outside of Siem Reap. For Cambodians living in rural areas, limited, particularly for specialist services. By partnering with the Sotni- within the regional community. rural district to benefit from quality paediatric and neonatal care.

Angkor Hospital for Children's Sa- Critically ill or injured patients are stabpartnership between AHC and the Intensive Care Unit, via the clinic's ambulance transfer service. In 2016 the number of patients treated at the Satellite Clinic increased across all departments, as did the number of ambulance access to quality healthcare can be transfers, attesting to the growing need for specialised and critical services

kum Referral Hospital the AHC Satel- In accordance with AHC's commitlite Clinic enables those living in this ment to education and prevention, the Satellite Clinic works with regional health centres to strengthen their ser-Functioning as the paediatric ward of vices and improve the safety and timethe Sotnikum Referral Hospital, the liness of transfers to the Sotnikum Satellite Clinic consists of an Outpa- Referral Hospital. AHC specialist staff tient Department, Inpatient Depart- and social workers also travel out to ment, Emergency and Neonatal Unit. Sotnikum when required, and work

closely with the Sotnikum Referral tellite Clinic (SC) is an innovative lised and safely transferred to AHC's Hospital staff to increase their knowledge and skills and offer ongoing professional support.

> As the Satellite Clinic's reputation grows, caregivers are coming earlier to seek treatment. Each year the percentage of women choosing to give birth at the Sotnikum Referral Hospital continues to increase, as parents take comfort in the knowledge that the Satellite Clinic can provide high quality care should there be any complications.









Physiotherapy

The Physiotherapy Unit offers comprehensive rehabilitative services to help patients optimise mobility and function after illness or injury. Our staff work with pre and post-operative patients to address problems with movement, dysfunction and pain arising from musculoskeletal disorders, neurological conditions, respiratory infections, chronic disability or traumatic injury.

Drawing upon their extensive knowledge of human anatomy and physiology, our physiotherapists conduct detailed patient assessments and create individualised treatment plans. Caregivers are also educated in the necessary at-home exercises to assist in their child's recov-

In 2016, AHC welcomed two international physiotherapists who helped our staff develop their practice and further their knowledge and skills. Due to a shortage of physiotherapy training in Cambodia, AHC also hosted 14 students from the Technical School for Medical Care for 6 weeks in October and November.

The team treated a total of 3,437 patients in 2016 including a child with congenital muscular torticollis, a condition in which an infant's neck muscle is tight and shortened. Early treatment is critical to ensure full movement of the head and neck and to avoid surgery. Our physiotherapists worked with the parents to teach them how to safely stretch their baby's neck several times a day, which resulted in over 90% of function being successfully restored.

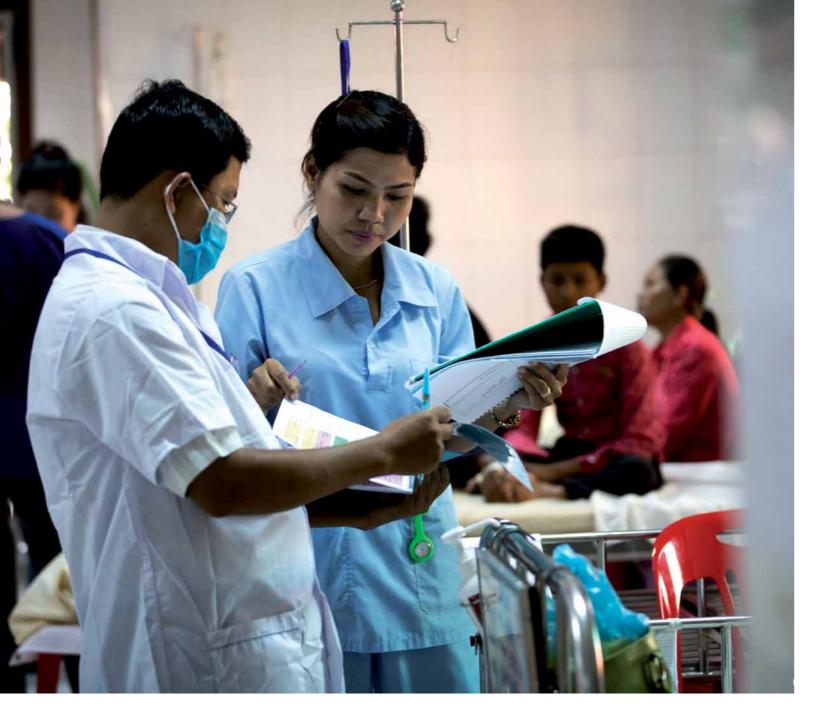
Social Work Unit

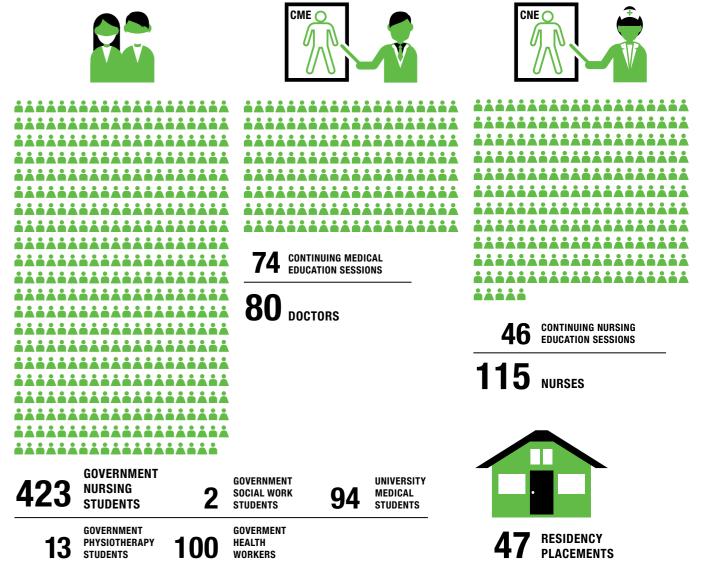
At Angkor Hospital for Children we recognise that hospitalisation can be an extremely stressful experience. Our on-site Social Work unit plays a critical role in helping patients and families cope with diagnosis and address the impacts of illness and treatment. They work across all departments of the hospital and provide ongoing emotional support, follow-up and counselling services to facilitate patient and family adaptation and wellbeing.

Our highly skilled team offers support for children and families living with acute or chronic illness, they provide child protection interventions in cases of child abuse or abandonment, and work with families who wish to remove their child from hospital against medical advice. Between July and December 2016, the Social Work unit worked on 40 cases of children Leaving Against Medical Advice (LAMA). In 85% of these cases, our team was able to convince the caregiver that their child must remain at AHC – a 10% improvement on the previous year.

In 2016 two members of the Social Work team travelled to Singapore to attend a one-week training program on Paediatric Social Work with Oncology Patients. Another team member completed the 'Boys First' training offered by First Step Cambodia, which covers strategies and approaches for working with male victims of sexual abuse.







Improving the standards of paedriatic healthcare

Angkor Hospital for Children is dedicated to providing high-quality specialised paediatric education to Cambodia's healthcare professionals and improving the standard of paediatric healthcare for all Cambodia's children.

2016 was a busy year for our Education Department. Over 400 government nursing students, 13 government physiotherapy students and 2 government social work students received training at AHC as clinical internships. 94 medical students from the University of Health Sciences and International University received medical intern training. Additionally, AHC provided training to 100 health workers from health centers, national and provincial hospitals on topics such as basic neonatal care, surgical intensive care, emergency paediatric care, nutrition and infection prevention and control.

Equally, the education and professional development of AHC staff remained a priority in 2016. 74 Continuing Medical Education (CME) sessions were conducted, with over 2077 attendances. 46 Continuing Nursing Education (CNE) sessions were conducted, with 1529 attendances.

AHC staff also participated in a number of Continuing Professional Development (CPD) activities, such as clinical governance and research, national professional association meetings and overseas training and

conferences. Such activities foster confidence and intellectual sustainability amongst our staff and ensure they remain knowledgeable of international developments, ultimately improving patient care.

The AHC Paediatric Medical Residency Programme was revised this year. This 3-year teaching programme prepares the future doctors of Cambodia to practice paediatric care safely, ethically and competently. The clinical training entails rotating through the hospital in-and outpatient departments, emergency, intensive care unit, neonatal unit and Satellite Clinic.

A procedure log and regular formative work-based assessments were introduced in 2016, including case-based discussions, procedure assessment and evaluation of case presentations. This was the most competitive year to date, with 15 students taking the 3-hour written and clinical exam. The student awarded 1st place, Dr. Meas Vorlark, is now continuing her medical education at AHC, working in the emergency and intensive care unit.

20



Volunteer Contributions

Skilled volunteers bring a wealth of invaluable to the programme, as enknowledge and skills to our medical in Cambodia.

endocrinologist at Boston Children's Hospital in the United States, Paediatric endocrinology is a medical subspecialty that deals with disorders of the endocrine glands, such as growth and puberty disorders, diabetes and other conditions related to hormones and the glands that produce them.

Dr. Hassan first came to AHC in 2005 on a month-long paediatric residency. She returned again in 2010, 2013 and most recently in 2016 to teach the endocrinology module of the AHC Paediatric Medical Residency Programme. Having Dr. Hassan has been

docrinology is a highly specialised and non-medical staff, which they subject. Many endocrine conditions very unexpected exam finding! might not otherwise have access to are not common in Cambodia, so to have a teacher with practical experi-Dr. Areej Hassan is a paediatric ence to draw upon was of great benefit to the AHC residents.

> Likewise, Dr. Hassan found the experience of teaching at AHC equally as rewarding:

> "I feel like I have learned so much and became a better doctor after spending time at Angkor Hospital for Children... the residents and the faculty taught me a great deal! One of my best (and most humbling) learning experiences at AHC was a young adolescent girl presenting with heavy menstrual bleeding. This is an area that I specialise in at home, so I had a very detailed differential diagnosis

that did not include the correct answer: a leech in the vaginal canal. A

I also learnt a huge amount about infectious diseases, such as dengue fever, tuberculosis, HIV, and melioidosis. At my own institution we have so many sub-specialists in each field, we tend to only see a very narrow spectrum of patients. I rarely get to see the wide array of medical cases that can present to a general paediatric ward. I have so many positive memories from time spent at AHC and I feel incredibly lucky that I have had so many opportunities to come back."

NEW! in 2016





Science Café

In 2016 Angkor Hospital for Children and COMRU launched an innovative community initiative called the Science Café, which brings together medical professionals, patient families and community members to discuss common healthcare issues in a relaxed and informal setting.

The sessions are funded by the Wellcome Trust through the Cambodia Oxford Medical Research Unit (COMRU), which operates out of Angkor Hospital for Children. During each session, a predominantly visual and oral presentation is given by one of AHC's medical specialists while participants are able to ask questions openly.

The aim of the Science Café is to bridge the gap between healthcare professionals and the wider community and provide community members acedge, regardless of age, education or income. All materials used during the Throughout 2016 Angkor Hospital Safety; Timeliness of care; Efficiency; members can fully participate. The ses- **key initiative undertaken was a review** ly known as STEEPS). sions are also designed to build community members confidence in questioning and participating in their child's success as a provider of high quality healthcare – something that not all of our caregivers may realise they have the right to do.

Topics covered by the Science Café initiative have included childhood cancers, antibiotic use and pneumonia; and have proved very popular. The sessions viding not only medical services, but enough to recognize signs and sympactive agents in their child's health.



The goal of the OQA Programme is to establish a hospital-wide, coordinated approach towards quality assurance Quality, in the context of AHC, refers to our ability to provide safe, timely, effcient, effective and equitable care with consideration of our patients and staff.

Organisational Quality cess to preventative healthcare knowl Assurance Programme

of our quality control procedures, in paediatric care.

Following this review an Organisational Quality Assurance (OQA) Programme was implemented across all medical and non-medical departments. The goal of the OQA Programme is to establish a hospital-wide, coordinated highlight AHC's commitment to pro- approach towards quality assurance. Quality, in the context of AHC, refers to ensuring caregivers are informed well our ability to provide safe, timely, effcient, effective and equitable care with toms of illness and to become more consideration of our patients and staff. The key areas of focus identified were:

presentation are designed with this in for Children implemented a number Effectiveness; Equity; Patient focused mind; to ensure non-literate audience of new development initiatives. One care and Staff development (collective-

> In order to measure performance and order to identify areas critical to our effectiveness in these areas, management worked with each department to establish a database of key performance indicators (KPIs). The hospital will officially begin reporting against these KPIs in 2017. Hospital Activity Data will be utilised to highlight any areas for improvement, and an OQA Committee has been established to address any problems as they arise and develop strategies to improve.

Discover more online:

www.angkorhospital.org





AHC deeply involved in the Health of the Community

Our Community Health Action and Engagement Department (CHAED) works together with local health centres, community leaders and village health support groups to improve the quality of health services provided and to promote disease prevention and good health practices.

Community outreach and education is an effective means for addressing Cambodia's various health challenges, particularly preventable illnesses and infectious diseases. Our outreach activities provide an opportunity to reach communities outside AHC's immediate catchment area, and empower caregivers with the requisite knowledge and skills to improve their child's wellbeing.

Our Community Health Action and Engagement Department is comprised of two units: the Health Systems Strengthening Project (HSSP) and the Capacity Building and Health Education Project (CBHEP).

The HSSP is an on-going project in cooperation with the Cambodian Ministry of Health, Physicians Council and Cambodian Council of Nurses. Its goal is to develop and implement national healthcare policies, such as physician clinical practice guidelines and a nursing code of ethics. The CBHEP is comprised of four complementary outreach activities:

PUBLIC SERVICE ANNOUNCMENTS & THEATRE EDUCATION **SESSIONS WITH 16 976**



IN-SERVICE TRAININGS WITH 201 BENEFICIARIES

> HEALTH CENTRE TRAININGS AT AHC WITH **36 BENEFICIARIES**

SESSIONS WITH



NUTRITION EDUCATION SESSIONS WITH **664 BENEFICIARIES**





187746 TOTAL COMMUNITY BENEFICIARIES REACHED



COMMUNITY HEALTH DEVELOPMENT

The Community Health Development Project works with local authorities in Sotnikum operational health district (Siem Reap Province) to conduct training needs assessments with Health Centres. These assessments identify areas where education is lacking, and provide guidance on the training activities required for Health Centre workers and village stakeholders.

- 2 Health Centre and village training needs assessments conducted.
- 2 health influencers assessments conducted, with 10 village stakeholders.
- Areas of training identified: Eye and dental care, nutrition and hygiene.

VILLAGE & SCHOOL HEALTH **EDUCATION**

The Village and School Health Education Project aims to improve access to healthcare knowledge at the community level. The project provides health and first aid training for the Village Health Support Group (VHSG), as well as directly with community members. The team conducts public service announcement screenings and theatre education sessions to engage children on topics such as oral health, disease prevention and hand hygiene.

- 2 Basic Health trainings for Village Health Support Group (VHSG) with 31 beneficiaries.
- 4 first aid training for VHSG with 69 beneficiaries.
- 64 PSA screenings and theatre education sessions with 16,976 beneficiaries.

HEALTH CENTRE SUPPORT

The Health Centre Support Project aims to improve the quality of public healthcare available in rural Cambodia. This includes Health Centre Management Council training, on-the-job training of Health Centre staff, plus smallscale repairs of equipment and infrastructure. Additionally, AHC clinical staff support Health Centre workers in their outreach services, such as immunisation sessions.

- 39 in-service trainings with 201 beneficiaries.
- 5 Health Centre trainings at AHC with 36 beneficiaries.
- 64 immunisation sessions with 938 beneficiaries.

NUTRITION EDUCATION AND SUPPORT

The Nutrition Education and Support Project assesses the general health of children in the district to identify those suffering from malnutrition, or in need of urgent medical care. The team conducts health checks and distributes food care packages to families in need of immediate aid. The project also provides nutrition education sessions to caregivers and to school teachers.

- 27 nutrition education sessions with 664 beneficiaries.
- 4 food supply packages for 13 beneficiaries.
- 25 nutrition follow-ups for 76 severely malnourished

Nutrition Project Helping Children Reach Their Full Potential

The first 1,000 days of life are the most critical period for a child's nutrition. months to two years who are not given sufficient food are From the first day of pregnancy until two years of age, if a child is nutritionally deprived their mental and physical growth can be stunted for life. Stunted growth can have devastating consequences and the damage caused is irreversible.

Equally, babies under the age of six months who are not exclusively breastfed and young children aged from six at greater risk of disease and infection, due to the body's inability to absorb sufficient nutrients.

As part of the Capacity Building and Health Education Programme's (CBHEP) Nutrition Project, AHC staff regularly travel to remote and rural villages to assess the health of families and reduce the prevalence of malnutrition in pregnant women and children under five. Through health screenings at villages and health centres, they are able to identify malnourished children and refer them to the AHC Satellite Clinic for treatment. They also distribute food care packages to families in need of immediate aid. In collaboration with local authorities, health centers and Village Health Support Groups (VHSGs), the CBHEP's Nutrition Project delivers health education sessions to increase the capacity of the local VHSGs and their communities. Greater health awareness, improved communication between communities and health facilities plus better access to quality healthcare will enable more of Cambodia's children to have their best start in life.





Responding to Critical Global Child Health Issues

Angkor Hospital for Children is committed to participating in comprehensive, ethical, clinical research and contributing towards international knowledge in the field of child health. In collaboration with our strategic partners, our Global Child Health Programme enables us to do just that

Utilising data and research generated at AHC in 2016, the Global Child Health Programme investigates a number of critical child health issues, such as antibiotic resistance and stewardship, paediatric infectious disease and the reduction of neonatal morbidity and mortality.

The data and knowledge generated at the AHC has the potential to not only strengthen health systems in Cambodia, but also influence global child health policy and inform the development of diagnostics and new treatments (including vaccines) that could directly affect the health and wellbeing of children throughout the world. As Cambodia's foremost paediatric health-care institution, AHC is now in a position make an impact on a global level.

INTERNATIONAL **COLLABORATIONS**

The primary partner for the Global Child Health Pro- 1. Cambodia Oxford Medical Research Unit (COMRU) gramme is the Cambodia Oxford Medical Research Unit (COMRU), a collaboration between AHC and the Mahidol Oxford Tropical Medicine Research Unit 4. Mahidol Oxford Tropical Medicine Research Unit, (MORU) that has been ongoing since 2006.

These partners provide technical assistance both onsite and remotely and allow us to contribute to the 5. Ethox Centre, Nuffield Department of Population global knowledge and literature on important child health issues and harness our collective potential to

STRATEGIC PARTNERS

- 2. Institute for Glycomics Griffith University, Australia
- 3. Royal College of Paediatrics and Child Health, UK
- Faculty of Tropical Medicine, Mahidol University, Thailand
- Health, University of Oxford, UK
- 6. University of Pittsburgh, USA

2016 Publications

High Prevalence of Antimicrobialresistant Gram-negative Colonization in Hospitalized Cambodian Infants. www.ncbi.nlm.nih.gov/ pubmed/27124686

A Retrospective Analysis of Melioidosis in Cambodian Children, 2009 - 2013. www.ncbi.nlm.nih.gov/

Evolutionary History of the Global Emergence of the Escherichia coli Epidemic Clone ST131. www.ncbi.nlm.nih.gov/ pubmed/27006459

pubmed/27871233

The Molecular and Spatial Epidemiology of Typhoid Fever in Rural Cambodia. www.ncbi.nlm.nih.gov/ pubmed/27331909

Characterisation of Invasive Streptococcus pneumoniae **Isolated from Cambodian Children** between 2007 - 2012. www.ncbi.nlm.nih.gov/ pubmed/27448096

Molecular Characterization of Cryptosporidium Species and Giardia duodenalis from Symptomatic Cambodian Children.

www.ncbi.nlm.nih.gov/ pubmed/27387755

Clinical Evaluation of Dengue and Identification of Risk Factors for Severe Disease: Protocol for a Multicentre Study in 8 Countries. www.ncbi.nlm.nih.gov/ pubmed/26968374

Molecular Surveillance Identifies Multiple Transmissions of Typhoid in West Africa.

www.ncbi.nlm.nih.gov/ pubmed/27657909

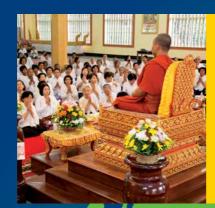
Lack of Utility of Nasopharyngeal Swabs for Diagnosis of Burkholderia pseudomallei Pneumonia in Paediatric Patients. www.ncbi.nlm.nih.gov/ pubmed/26874977

South Asia as a Reservoir for the Global **Spread of Ciprofloxacin-Resistant** Shigella sonnei: A cross-Sectional Study.

dx.doi.org/10.1371%2Fjournal. pmed.1002055

An Extended Genotyping Framework for Salmonella Enterica Serovar Typhi, the Cause of Human Typhoid. www.ncbi.nlm.nih.gov/ pubmed/27703135

Fundraising around the World



DURING BON PHKA PRAK (a Buddhist ceremony) in June 2016, over \$43,000 was raised by WAT BO PAGODA thanks to the generosity of the local Khmer community.



Hosted by Friends Without A Border, the 17TH ANNUAL FRIENDS OF FRIENDS BANQUET was held in New Jersey in October and raised over \$12,000.



In April 2016 the Millenium Charity Team held a **GALA DINNER AND AUCTION IN** PHNOM PENH, raising over \$13,500.



Hosted by AHC Board member, Lindsay Cooper, the SINGAPORE GOLF **EVENT** raised over \$32,000 for AHC's Raise the Roof campaign in April 2016.



THE ANGKOR WAT INTERNATIONAL HALF MARATHON is our biggest local fundraiser each year and 2016 was no exception. AHC had a combined team of more than 100 individuals involved in the Bike4Kids Charity Ride and the 3 km, 10 km and 21 km races. Over \$143,000 was raised thanks to the generous support from our friends at Manulife - more than we've ever raised in a local

To read more about the event, visit:

www.angkorhospital.org/events/runningfor-ahc-everyone-arrives-to-the-final-linewith-smile



In September 2016, the WORLD CHEF'S **CHARITY GALA DINNE**R was organised by Borei Angkor Resort and Spa in conjunction with the Cambodia Chefs Association (CCA) and raised \$10,675.

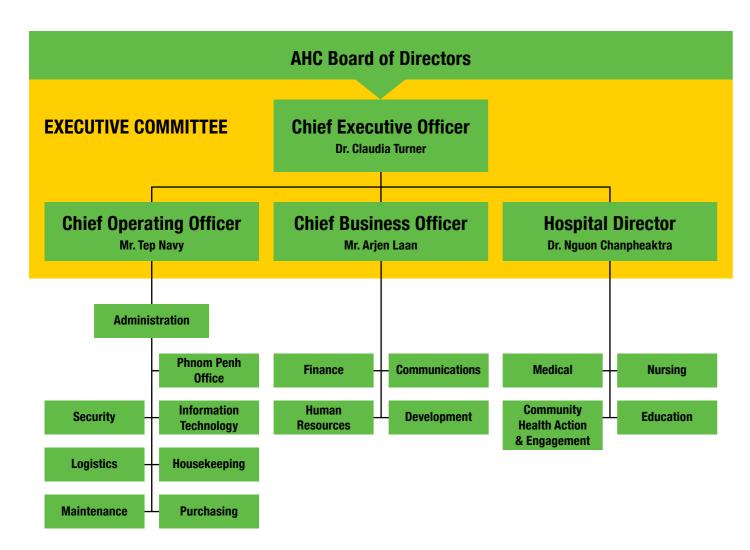


In April 2016, the HONG KONG FUNDRAISING **COMMITTEE** hosted their second annual **FUNDRAISING DINNER** at Shore Restaurant and raised an incredible \$87,438.



players from the Indochina Starfish Foundation travelled to Siem Reap for a fun and FRIENDLY FOOTBALL MATCH against the AHC Kids Team, whilst the lan **THOMP**-SON MEMORIAL FUND team from Singapore challenged the AHC mens team. Their incredible efforts raised over \$130,000 for AHC!

GovernanceOrganisational Structure



AHC Ltd and AHC are independent, non-profit organisations incorporated in Hong Kong and Cambodia respectively.

The Board of Directors is responsible for overseeing AHC strategy, managing strategic risk, and providing managerial leadership and accountability. The Executive Committee has delegated authority from the Board of Directors for the operational and performance management of all AHC activities. The Executive Committee is supported by hospital management in their respective areas. AHC has identified four organisational strategic priorities to be achieved. The Board receives monthly reporting regarding the medical, operational and financial performance of the hospital, which is used to monitor progress against strategic priorities.

To learn more about AHC's governance, please visit:

www.media.angkorhospital.org/governance

Angkor Hospital for Children Limited HONG KONG AHC Ltd. is an independent non-profit organization incorporated in Hong Kong MEMORANDUM OF UNDERSTANDING Angkor Hospital for Children CAMBODIA AHC is an independent non-profit organization registred with the Ministry of Interior (MoI).

EXECUTIVE COMMITTEE

Angkor Hospital for Children's Executive Committee ensures all areas of the organisation have an equal voice while making operational decisions for the hospital.



Dr. Claudia Turner, appointed Chief Executive Officer in early 2015, has been working at AHC with the Cambodia Oxford Medical Research Unit (COMRU) since 2012. Her clinical experience as a paediatrician, research experience as a tropical neonatologist and administrator in both Cambodia and in the Mae Sot region of Thailand are used for all practical medical and administrative decisions.



Mr. Tep Navy became Chief Operating Officer in 2012 after working his way from general nursing staff to Vice-Director of Nursing. Navy's experience as an AHC nurse combined with his deep understanding of the Cambodian legal system and hospital administration ensures AHC makes comprehensive decisions in line with Cambodia's legal framework.



Dr. Ngoun Chanpheaktra, Hospital Director, has been at AHC since we first opened our doors in 1999. Dr. Pheaktra has worked as the Chief of the emergency and Intensive Care Unit, Chief of Medicine and Deputy Hospital Director. This hands-on medical and administrative experience makes him a vital asset to the Executive Committee.



Mr. Arjen Laan joined AHC in August of 2015 as the Chief Business Officer. He has worked in Cambodia since 2013 and has more than a decade of experience with Medicines Sans Frontiers (MSF) in both clinical nursing and administrative positions. His experience in corporate and non-profit sectors ensures smoother operational management while staying true to our mission.

BOARD MEMBERS

Angkor Hospital for Children is governed by a volunteer Board of Directors, consisting of 12 members.

The AHC Board of Directors is responsible for determining strategy and policy, as well as overseeing the hospital's activities. At the end of 2016, Alistair Thompson departed from the Board and Dan Simmons became a member.

Board members:
Robert Gazzi
Kenro Izu
John Canan
Ngoun Chanpheaktra
Lindsay William Cooper
Nick Day

Stuart Davy Lisa Genasci Prak Manila Tep Navy Dan Simmons Shunmay Yeung The Board of Directors oversees 3 specialised committees:



Medical Education, Ethics & Oversight Committee (MEEOC)



Audit & Operational
Risk Committee (A&ORC)

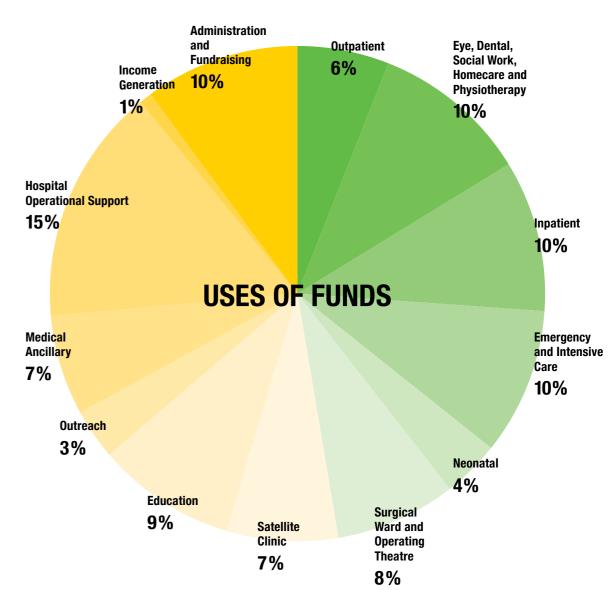


Remuneration Committee (RC)

Learn more about AHC's Board of Directors online:
www.angkorhospital.org/about-us/board-of-directors



Cost Analysis

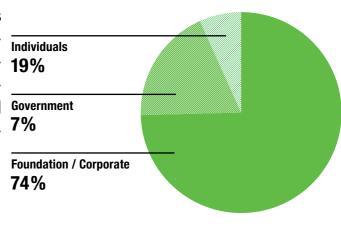


Statement of Activities

Angkor Hospital for Children produces annual financial statements in accordance with Hong Kong Financial Reporting Standards and these are audited by Baker Tilly Hong Kong. Financial Statements for the year ended 31st December 2016 are available online:

** www.angkorhospital.org/aboutus/hospital-publications

SOURCES OF FUNDS





Friends & Families

our services.

our treatment, education and preven- cerely thank you. tion programmes, you are improving the

As a non-profit health care organisation, quality of healthcare available to chil-Angkor Hospital for Children depends dren across Cambodia. Since opening upon your generosity to ensure our in 1999, we have garnered support from doors stay open to the hundreds of all corners of the globe: whether you thousands of children who rely upon are a large trust making cornerstone donations, a local business making We are grateful to each and everyone of regular contributions, or a traveler who our supporters: by choosing to support made time to donate blood, we sinA very special thank you to the Royal Government of Cambodia - not only do we value the opportunity to work closely with the RGC, but we also acknowledge all of the generous financial and inkind contributions they continue to make to AHC.

- Ministry of Health (MoH)
- Central Medical Stores (Cambodia)
- National Center for HIV/AIDS. Dermatology and STD (NCHADS Cambodia)
- National Paediatric Hospital Cambodia (NPH)
- Siem Reap Provincial Health Department
- Siem Reap Provincial Hospital

Lifetime Contributors

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ate every single donation, no matter blood supplies - we are truly grateful! how big or small.

We could not list every single supporter We also wish to say a special thank you who has donated, here on these pages to all the local and foreign blood donors - to those not listed, we have not for- who took time from their work or holigotten you! We thank you and appreci- day to help us build our much needed

ALSO A BIG THANK YOU TO ALL OF OUR DONORS WHO GENEROUSLY SUPPORTED AHC ANONYMOUSLY!

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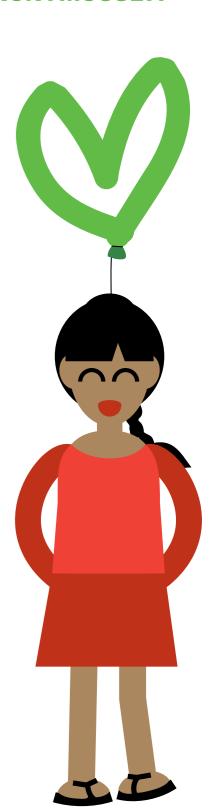
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