21 Years of Transforming Paediatric Healthcare

Angkor Hospital for Children
2020 ANNUAL REPORT

angkorhospital.org
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2020 proved to be a year of adversity – and proof of AHC’s resilience.

As the global pandemic changed the world and the context in which we operate, we remained consistent in our founding vision: for all Cambodian children to have access to quality, compassionate medical care.

Never has this been truer than today. While Cambodia fortunately escaped 2020 without a full outbreak of COVID-19, here at AHC we saw the downstream impacts and the pandemic’s indirect effects on families.

Increases in malnutrition, the need for preventative healthcare education, the delays in care-seeking, and other knock-on effects from COVID-19 led us to work harder to fill a critical role in ensuring every child received the care they needed.

Looking ahead, there will be a number of challenges, including the pandemic’s economic impacts and the consequences they could cause in child health. Yet, we remain optimistic in our ability to meet these challenges.

The response to COVID-19 nationally has been promising. Since the pandemic’s beginning, the country followed clear guidelines from the Ministry of Health, and succeeded in containing transmissions. Public, private and NGO partnerships worked together to prevent COVID-19 from spreading throughout the country.

Our own ability to pivot early on allowed AHC to finish 2020 strong, as we found ways to prepare, prevent and adapt.

Thanks to generous, essential support from donors, partners and volunteers like you, AHC was able rise to the year’s adversities and donors, partners and volunteers like you, AHC was able rise to the year’s adversities and respond to emerging child health needs, within our hospital, the community and beyond. We will continue to prioritise challenges where the greatest need exists and the most impact can be achieved, leading the way in providing specialty care available nowhere else, building capacity beyond our walls and embodying exemplary governance in our approach.

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Leadership Message

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2020 in Numbers

97,069 total treatments provided, from outpatient care to specialty services

73,908 attendances recorded at AHC educational sessions, including external healthcare professionals, nursing and medical students, and AHC staff

56,747 attendances recorded at AHC community prevention activities, within villages, schools and communes
6 doctors completed their first year of their three-year fellowship training programme to become a paediatric specialty doctor

1,334 intensive care patients received emergency treatment for life-threatening conditions

37 government health facilities strengthened
Data collected at AHC in 2020 shows the healthcare-seeking behaviour of parents, and AHC’s critical role in paediatric care capacity during these times.

Fear of catching the virus resulted in avoidance of or delay in seeking care, eventually requiring more intensive care for advanced conditions. The story, told through numbers, showed fluctuations in outpatient visits, but stable and increased numbers for inpatient care. This included AHC’s Inpatient Department (IPD), Paediatric Intensive Care Unit (PICU), and Special Care Baby Unit (SCBU), which all remained at near full capacity treating children and babies suffering from a range of life-threatening infectious diseases, or requiring emergency surgery and trauma care.

### Inpatient Admissions

<table>
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<th>Key dates</th>
<th>JANUARY</th>
<th>FEBRUARY</th>
<th>MARCH</th>
<th>APRIL</th>
<th>MAY</th>
<th>JUNE</th>
<th>JULY</th>
<th>AUGUST</th>
<th>SEPTEMBER</th>
<th>OCTOBER</th>
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<tr>
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<td>19</td>
<td>20</td>
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<td>34</td>
<td>30</td>
<td>37</td>
<td></td>
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</tr>
</tbody>
</table>

### Key dates

- Novel Coronavirus identified in China
- First case of COVID-19 diagnosed in Cambodia
- COVID-19-infected MS Westerdam cruise ship allowed to dock in Sihanoukville
- Khmer New Year celebrations cancelled
- Khmer New Year, with very restricted celebrations
- Schools closed nationwide
- Travel restrictions issued internationally
- Creation of first COVID-19 vaccine announced internationally
- Rainy season starts
- Rainy season ends
- Beginning of Cambodian Chikungunya outbreak
- Schools reopen nationally
- Gatherings, meetings and weddings re-allowed
- Water Festival Holiday cancelled
- Mass-testing after diplomat infects locals
- Mass-testing in Sihanoukville
- Mandatory 14-day quarantine for all international returnees
- Rescheduled Khmer New Year
- Province borders close briefly
- Khmer New Year celebrations cancelled with very restricted celebrations
- Mass-testing in Sihanoukville
Hand hygiene levels at their highest

In a year where Infection Prevention and Control (IPC) was paramount, AHC departments marked a record-breaking 93% compliance to hand hygiene standards in 2020.

Dramatically reduced waiting time

Waiting time has a significant impact on patients’ overall experience and can act as a barrier to care. As a consequence of the pandemic, there were fewer patients visiting AHC for outpatient care. Thus, the average waiting time in AHC’s Outpatient Department recorded its lowest time on-record: 167 minutes.
Key Performance Indicators

Healthcare-associated infections (HCAI) below average

An average of 6.1 infections per 1,000 bed days placed AHC’s HCAI rate lower than the average developed country.

AHC aims to utilise our insight and experience as a leading child health organisation in a low-resource setting to influence the larger global child health conversation. In 2020, AHC contributed 13 publications to peer-reviewed journals.

Readmission rate

AHC measures readmission rates to ensure quality management and effective care was delivered, and to aid in performance reporting. In 2020, the rate was 0.7% representing a slight increase on the prior year but well below quality target of 1%.
Overcoming Adversity

In 2020, the indirect impacts of the pandemic permeated our work.
Overcoming Adversity

While Cambodia fortunately escaped the year without a full outbreak, the downstream impacts of COVID-19 had a significant impact on AHC and the families we serve.

The pandemic ravaged the tourism, construction, garment and manufacturing export sectors that prop up Cambodia’s economy. Hundreds of thousands of jobs were eliminated. The poverty rate was set to double.

Just months into the global outbreak, Cambodia’s economic contraction began impacting child health.

Fear of catching the virus resulted in avoidance of or delay in seeking care, even requiring more intensive care for advanced conditions. The story, told through numbers, showed fluctuations in outpatient visits, but stable and increased numbers for inpatient care. This included AHC’s Paediatric Intensive Care Unit, Neonatal Unit and Inpatient Departments, which remained at full capacity treating children suffering from a range of life-threatening infectious diseases, or requiring emergency surgery and trauma care.

For children who required regular care for chronic conditions, our doctors and nurses saw patients missing their scheduled appointments, to later arrive at AHC in serious conditions that could have been prevented.

And in our inpatient departments, the need for our care was apparent. We recorded 26 children who spent more than 100 days at AHC throughout the year, meaning many nights slept at the hospital by patient and caregiver, coupled with the travel between their homes across Cambodia and the hospital.

As in many other low-income countries, the health crisis risks can become a hunger crisis. Families were forced to make difficult decisions about spending on food and medical care.

As a result, hospital staff recorded steady increases in the number of children suffering from malnutrition. With an estimated 65% of households forced to reduce food consumption due to income loss, AHC saw the effects: a one-third increase in the number of children suffering from malnutrition.
We responded by prioritising proper child nutrition. The nutrition team focused on upskilling and refreshing nutrition knowledge of all AHC staff. Every patient and caregiver that visited AHC was to be given the best nutrition education, cooking demos, breastfeeding counselling, and complementary feeding knowledge possible – along with education about virus prevention and the importance of good hygiene practices. We employed strict Infection, Prevention and Control (IPC) monitoring and enforcement throughout the hospital, designed to reduce the spread of any infection – and earning one of the highest hand hygiene compliance levels (93%) AHC has ever recorded.

We continued to treat the most vulnerable: cancer patients, babies born premature, and those with other underlying conditions. Any child who could not access treatment elsewhere – as a result of the pandemic or otherwise – was not denied care.
Without in-person volunteering, our staff found new approaches, explored online avenues, and optimised virtual volunteering for continuing medical and nursing education. Students and government healthcare workers have returned to resume education, after a year of interruptions due to COVID-19.

In the community, our outreach team resumed visiting rural villages to provide hand hygiene and COVID-19 prevention education, host cooking demonstrations and deliver nutrition education, after a brief hiatus in outreach operations caused by COVID-19. To support families through this difficult period, AHC has provided financial assistance to over 2,000 families in-hospital, and visited over 180,000 people in their rural villages to deliver preventative healthcare education. In the months that followed, we saw a marked improvement in personal hygiene in the community.

Our Saving Babies’ Lives programme celebrated two years of work towards creating a blueprint for improving neonatal mortality in Cambodia’s most vulnerable province. After two years, the team have collected 10,000 baby surveys of pregnancy and birth information to better understand the needs of neonatal care in the province. Alongside it, we launched the innovative and sustainable Baby Resuscitation Training system (BaRT), a digital solution designed to reduce neonatal mortality due to breathing-related deaths.

In October, we achieved a major milestone alongside COMRU (the Cambodia-Oxford Medical Research Unit), publishing our 100th peer-reviewed journal paper – a reinforcement to our commitment to advancing child health beyond AHC’s own walls.
Stories of Resilience

Within our hospital walls, in the community, and beyond, it’s the faces, voices and stories of our patients, staff and families that tell the year’s stories and impact.
Respiratory care is essential during the COVID-19 pandemic for at risk patients whose already vulnerable respiratory system would be overwhelmed by the coronavirus if they were to catch the virus.

In our country there are many children who have trouble breathing and as a respiratory specialist I have the power to help them. I can see as an organisation, and as a country, we need to continue improving our care so we can keep treating these children.

Most of the patients we see have chronic illness so they need to visit AHC regularly for treatment. But their care is a full time job, the parents sacrifice a lot of their time and money to look after their child.

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Dr Um Khemuoy: AHC Respiratory Specialist Doctor
Sangha, a 3-year-old boy from Kampot province, was admitted to AHC on the last day of 2019 with ALL (acute lymphoblastic leukemia). He was to spend more than 100 days at AHC with his mother over the course of 2020, one of 26 children to do so.

Sangha’s chemotherapy treatment caused him severe bouts of nausea, weight loss, trouble sleeping, and eventual loss of his hair, which is rare for this form of chemotherapy treatment.

Sangha has now entered the final stage of treatment with a promising prognosis.

“My son was very upset during this time. It was hard to watch him as he became skinny and weak. I know we still have a long road ahead of us, but I can already see a big difference in my son. Because of treatment he has been allowed to be a kid again.”

Dary
Sanga’s mum
Akara, a 21-year-old first-time mother, spent more than 25 days at AHC, waiting for her newborn daughter to get healthy in AHC’s NICU after being born premature. During this time, she had lost her job working at a local plant nursery, joining the list of her family members, friends, and neighbours who were all out of work due to the current global pandemic.

“I am looking forward to hopefully taking my daughter home soon. I hope she will continue growing and becoming healthy, but I am worried about what the future holds for my child during these times.”

Akara, Mum
Despite the virus, babies are still being born. When mothers arrive at the hospital they are very worried. Some mothers have just given birth to a seriously ill baby. Some have travelled hundreds of kilometres on the back of a motorbike with their sick baby in their arms. Now on top of that, they are nervous about the spread of the virus.

Chea Phal
AHC Neonatal Nursing Unit Manager

Chea Phal saw the rise in patient numbers in his department. The NICU was near capacity throughout April and May. Phal and AHC’s nurses hold regular COVID-19 educational sessions for mothers, many of whom stay at the hospital for weeks at a time, waiting for their baby to get well.

Chea Phal: AHC Neonatal Nursing Unit Manager
Dr Ngoun Chanpheaktra: AHC Hospital Director

“IT has been a difficult year watching families arrive at the hospital in increasingly desperate situations. But we know we have the power to help these families and their children, because we have been doing it for over 20 years.”

Dr Ngoun Chanpheaktra
AHC Hospital Director
While COVID-19 does not distinguish between rich and poor, the rural communities have been the ones to bear the biggest burden. They lack essential hand hygiene information, an understanding of how the virus is transmitted, and knowledge of the importance of simple preventative measures to protect themselves and their families.

Sita, a cobbler and mother, is concerned about protecting her children from COVID-19. Like most rural Cambodians, she shares her house with her extended family, struggling to practise safe social distancing measures. Her limited access to clean water means her family must resort to using alcohol gel to clean their hands — when they can afford it.

I am trying to wash my children's hands regularly, especially after playing outside.

Sita
Rural Cambodian mum
Sokhom and her daughter Priyanith: Chronic Care Recipients at AHC

I had been keeping my daughter inside, not letting her play with the other kids, in case she became sick again and we had to go to the hospital.

Sokhom
Priyanith’s mum
Almost all of the malnourished children we see in-hospital come from rural villages. These communities often do not understand or cannot afford proper nutrition for their child. That is why my team and the community outreach team focus on building the knowledge of these rural communities to prevent malnutrition during the global COVID-19 pandemic.

Phannya Sroeu: AHC Nutrition Nurse

In AHC’s hospital wards, the nutrition team face the result of families facing the barriers of poverty and lack of nutrition knowledge, struggling to feed their children correctly. Throughout the villages surrounding Siem Reap, AHC’s community outreach team see the same.

Phannya Sroeu: AHC Nutrition Nurse
Phoeurk Amra is Unit Manager of the AHC Community Outreach Team. Amra is concerned about the impact COVID-19 may have on child nutrition, but he has seen a marked improvement in personal hygiene in the community, following months of COVID-19 prevention education from AHC and the Cambodian Ministry of Health.

Everyone has to work together to prevent COVID-19 and also improve child nutrition in these communities. People are washing their hands more regularly and keeping their homes clean, which is helping stop the spread of COVID-19. But it is also helping prevent illnesses like dysentery and other infections from spreading, which is important to helping protect children who may be malnourished.
Over the past decade, Dr Kevin Gandhi has volunteered at AHC every year to perform life-saving surgery on Cambodian children and build the capacity of AHC's Surgical Unit. He is one of the many volunteers helping develop AHC's paediatric subspecialty care and education curricula.

Under Dr Gandhi's skilled guidance, AHC's surgery team can now perform select surgeries for Cambodian children who cannot access treatment anywhere else in the country.

The physicians in Cambodia have to do more with fewer resources than what we have in the US, often solving problems without a new tool or test to help. Next year I am hoping to fund a laparoscopy student to go anywhere in the world for training and bring someone back who can teach the AHC team the laparoscopy skills needed.

Dr Kevin Gandhi
AHC Volunteer
Sim Chanmetyrey is one of a dozen midwives working at Rovieng Health Centre in Preah Vihear province. Recently, she has been familiarising herself with the BaRT system, which the SBL team introduced to the health centre in June 2020. BaRT teaches health workers how to resuscitate a neonate by measuring air pressure and pace delivered on an app, giving them real-time feedback when they are performing resuscitation.

Last week she had to use her BaRT training when a baby stopped breathing shortly after birth.

Sim Chanmetyrey: Midwife, Rovieng Health Centre

I called on my training: the pressure and the pace to squeeze the bag, and the correct position of the mask around the baby’s mouth. After squeezing the bag for some long moments, the baby started breathing again. I was pleased that I acted so quickly and confidently.

Sim Chanmetyrey
Midwife
Despite the increasing pressure the pandemic has had and will continue to have on child health throughout Cambodia, the global economic downturn has had an impact on AHC’s ability to secure funding.

Operationally, we have been forced to adapt to financial pressures, including cost increases for medications and supplies, the cancellation of fundraising events, and a shift in philanthropic funding towards more localised COVID-19 response efforts.

As a result, AHC took a number of steps to reduce the funding shortfall and mitigate the impact of this on our organisational strategies. This included: cost saving measures across the organisation, maintaining quality and service to our patients, delay of capital projects, the use of existing reserve funds to fill in a portion of the funding gap, and emergency funding.

The financial outlook for 2021 is sure to be challenging, but we remain resolute in our work to ensure child health throughout Cambodia, the global economic downturn has had an impact on AHC’s ability to secure funding.

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SOURCE OF FUNDS: FULL YEAR 2020

- International foundations & institutions: 55%
- Local fundraising: 21%
- Overseas government grants: 3%
- Donations in kind: 1%
- Other income: 15%

Total funds raised in 2020: $5.7 million

USE OF FUNDS:

- General paediatric care: 24%
- Specialist paediatric care: 22%
- Capital: 17%
- Partnerships: 7%
- Core mission support: 14%
- Community, research & health systems strengthening: 10%
- Education: 4%
- Holistic support programmes: 2%

Total use of funds in 2020: $6.3 million

Audited Financial Statements

AHC produces annual financial statements in accordance with Hong Kong Financial Reporting Standards and these are audited by Baker Tilly Hong Kong. To see our financial statements for the year ended 31st December 2020, visit angkorhospital.org/report.

NOTE: The figures above excluding $234k donation-in-kind received from The Royal Government of Cambodia.
We are profoundly thankful for the commitment and generosity of those who donate their time and money to improve child health in Cambodia. With you by our side, we will continue to transform paediatric healthcare in Cambodia. Thank you to all of our donors for your generous support.

A special thank you to the Royal donors for your generous support.

Thank You.

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Cambodia Oxford Medical Research Unit (COMRU)
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Sihanouk Hospital Center of Hope

We couldn’t list all of our generous donors within this report. Donors contributing US $2,500 or more are included in this list.

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Catherine Scott
Kong Boeb and Dom Ros
Lawrence Tang
Luo Sovanna
Martin and Vanessa Wynne
Kite Range Rider
Ross Pienaar
Sokumon Family
Wise (Cambodia) Ltd Specialised Bank

We would like to acknowledge the moral and financial contributions by the following organisations, agencies, institutions and individuals:

- Ministry of Health (MoH)
- National Center for HIV/AIDS, Dermatology and STDs (NCHADS Cambodia)
- National Paediatric Hospital Cambodia (NPH)
- Siem Reap Provincial Health Department
- Preah Vihear Provincial Hospital

We work closely with the Royal Ministry of Health in Cambodia to achieve this and we would like to express our deep gratitude to all of those who have contributed to the transformation of paediatric healthcare in Cambodia.

We want to thank you for your support, and we look forward to continue working with you in the future to improve child health in Cambodia.

Thank you.