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**AHC Annual Report 2022**
Message from our Hospital Director & CEO

Dear Friends of AHC,

I still remember the feeling of pure relief and pride as 2022 ended and we managed to stay open to welcome every child in need of quality care.

Our success in 2022 came from teamwork. Teamwork from our donors, supporters, volunteers, Board of Directors and staff.

We could not have done it without you. Thank you so much.

2022 was a very important year for us. While slowly finding our new normal post-pandemic, we also laid important foundations to future-proof AHC.

We worked on many projects, notably on financial sustainability, digital transformation and working with communities adapting to life after COVID-19.

Each achievement brings us closer to achieving our strategic goals for the next four years.

I am feeling optimistic about where Siem Reap and Cambodia is heading. Tourism activities and businesses are restarting and our streets are getting busier. I am also looking forward to our international activities and meeting some of you abroad next year.

I look forward to see what all our hardworking teams will achieve in 2023. As ever, we can only do this with the backing of our generous donors.

Thank you for your trust and your continued support.

Together with you, we are improving healthcare for every child in Cambodia.

All the best,

Dr Ngoun Chanpheaktra
Our Values

We act with compassion, listen deeply and show the respect and care we'd want for our family and ourselves. We offer the best possible quality care with a commitment to constant improvement. We take pride in maintaining our expertise and are generous with our learning. We're honest, open and take responsibility for our actions – integrity underpins our work.

Our Mission

Improving healthcare for every child in Cambodia.

Our Vision

Every child in Cambodia gets quality compassionate healthcare, wherever they live and whatever their ability to pay.
Our strategy 2022-2026

What we do

- We provide specialty care for children across Cambodia with long-term, rare or acute conditions.
- We improve healthcare for children across Cambodia through education for health workers, community members and caregivers.
- We run a locally-led, strong and transparent organisation.

Where will AHC be by 2026?
Scan the code or click here to read
In the hospital, classroom and community...

97,978
total treatments provided from outpatient care to specialty services

1,447
children received life-saving emergency treatment in our specialist Paediatric Intensive Care Unit (PICU)

12,330
total surgical operations performed including major and minor surgeries

40
government health facilities received support to improve patient care, install life-saving equipment and training and mentorship

2
doctors completed their three-year sub-specialty training programme to become a paediatric specialty doctor

3
doctors completed a one year paediatric programme, receiving classroom learning and hands-on skill-building

63,919
virtual and in-person attendances at AHC’s educational sessions for external healthcare professionals, nursing and medical students and AHC staff

142,446
attendances at AHC’s prevention and health education activities in villages, schools and communes
Everyone has been so attentive and kind. I can ask any staff here for help anytime. I know I cannot do it in other hospitals because they will blame us.

I remember one day, a doctor came to our bed and explained step by step how my daughter got the bacteria. He advised us to maintain good hygiene at home and not allow my daughter to play with dirt.

I want to thank everyone so much. I will only ever come here if my daughter gets sick again.

Nora
Mother of six-year-old Leakhena who received treatment for Meliodosis
2022 Key Performance Indicators

Our Key Performance Indicators monitor our quality and effectiveness. They ensure our clinical practice and health outcomes are in line with international best practices.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hand hygiene levels (%)</td>
<td>93</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>Average waiting time (minutes)</td>
<td>167</td>
<td>125</td>
<td>80</td>
</tr>
<tr>
<td>Healthcare-associated infections (HCAI) rate</td>
<td>6.1</td>
<td>3.9</td>
<td>3.8</td>
</tr>
<tr>
<td>Publications in international journals</td>
<td>13</td>
<td>12</td>
<td>8</td>
</tr>
</tbody>
</table>
On January 1st 2022, we officially launched our Health Information System (HIS). It is an exciting time at AHC as we enter a new era of digitalisation.

Over the past few years, our IT team has been preparing to modernise our patient administration system to strengthen the quality of our care and services.

By improving our IT health infrastructure, we have improved patient flow and experience to be more effective and efficient.

Effectiveness: our clinical teams have quick and instant access to specific and timely data for faster diagnosis

Efficiency: our patients can receive quicker care with the best possible treatment

The Health Information System is now set up for our outpatient services and supporting services such as our imaging, laboratory, registration and physiotherapy units.
This project has been a valuable learning experience for our team. We have taught ourselves new skills in front-end and back-end development and updated our IT languages. We will continue to improve to digitalise our systems further in the future. I feel proud!

Sun Sopheary
Director of AHC’s IT Department
Set up during the pandemic, Sokry and his team facilitates many digital channels connecting them to every school they teach at in Kralanh District. He also holds monthly online meetings with all teachers to update them on health information, hold lessons and give space to share successes.

"Digital communication can save more lives."

Discovering the new normal during the global pandemic propelled our teams and the communities they work in to adapt and build digital systems of communication.

Before COVID-19, all our outreach work was documented manually and facilitated in person. With digitalised communications, our team's capacity to outreach has expanded. We now reach remote health centres, provide case management support for rural health workers and reach professionals nationwide with our training.

Set up during the pandemic, Sokry and his team facilitates many digital channels connecting them to every school they teach at in Kralanh District. He also holds monthly online meetings with all teachers to update them on health information, hold lessons and give space to share successes.
I remember feeling so proud when I saw her post. She had taken all the correct steps and when we went to her house to check on her and her aunt, we couldn’t help praise her for using the knowledge and skills from our trainings. Our new way of work, this digital transformation can save more lives.

Kol Sokry
AHC’s Capacity Building and School Health Education Programme Manager
Wherever they live and whatever their ability to pay

In July 2022, AHC piloted a Patient Contribution scheme. It requests those who can afford it to make a small contribution to the cost of their child’s care. This supports us to continue to provide services free to those who are unable to pay.

Between July and December 2022, there was no significant decrease in patient numbers observed.

7 patient families take the means test on average per day

86% of patient families who take the means test qualify as poor

US$ 195k was received by AHC from patient contributions between July and December 2022

4% of funds required to stay open in 2022 came from patient contributions

After six months of data analysis and the positive reaction of the public to the system, starting from January 1st, 2023, contributions for inpatient services will increase in order to better sustain our quality and services.

Whether a family can contribute or not, our services remain the same. Every child receives quality compassionate care, wherever they live and whatever their ability to pay.
We found that AHC is the only place that can help my son and his illness. I am thankful to the doctors and am happy to contribute. We can afford it and I know my money can help other sick children.

Neath
Mother of one-year-old Pisith who is receiving treatment for Cerebral Palsy
You kept AHC running in 2022

Whether you donated, volunteered, cycled or ran in 2022 - your efforts saved and improved the lives of children in Cambodia.
Governance

A volunteer Board of Directors governs AHC. The Board is responsible for overseeing AHC’s strategy, managing strategic risk and providing managerial leadership and accountability.

To learn more about AHC’s Board of Directors, visit here.

Chair of the Board
Soum Sambath

Board of Directors
Kenro Izu (Founder)
Jean-Gaetan Guillemaud (Chair of People and Remuneration Committee)
Lawrence Tsang (Chair of Audit and Operational Risk)
Robert Gazzi (Chair of Governance and Nominations Committee)
Dr Shunmay Yeung (Chair of Medical, Education and Ethics Oversight Committee)
Billy Gorter
Dan Simmons
Keo Lundi
Lina Saem Støy
Lindsay William Cooper
Dr Nick Day
Soum Sambath
Stuart Davy

Board of AHC USA
Dr Robert Nassau (President)
Chris Chapman (Treasurer)
John Canan
Lisa Genasci

Board of AHC UK
Denys Firth (Chairperson)
Aurore Gil (Treasurer)
Catherine Gaynor
Lisa Genasci
Dr Michael Carter
Robert Gazzi

Board Committees
Audit and Operational Risk Committee
People and Remuneration Committee
Medical, Education and Ethics Oversight Committee
Governance and Nominations Committee
Financials

AHC relies on caring individuals, companies and foundations to help us provide essential and expert healthcare to every child in Cambodia.

2022 was another challenging year for fundraising as at AHC and in Cambodia, we continued our recovery from the impact of COVID-19.

During the year we saw patient numbers return to pre-pandemic levels. Implementing our new fundraising strategy and cost-saving measures ensured we continued to provide treatment for all who need it.

We now look towards 2023 with greater optimism as we work towards our strategic goals.

Source of Funds
Total funds raised 2022: US$ 5.16mil.

Use of Funds
Total funds used 2022: US$ 4.73mil.

Please note: The figures above exclude a US$234k in-kind donation received from The Royal Government of Cambodia.
I could not breastfeed my first child so I used formula. He got sick often and I always felt bad. My second child was born at seven months. I knew she needed extra care but I was nervous knowing I could not produce breastmilk.

At AHC, I learnt the importance of breastfeeding, when to feed and the proper technique. I now have a breast pump machine to help me produce the milk my baby needs. I am confident to breastfeed her alone when we go home and I know I am always welcome back here if I need support or advice.

Sreylin*
Mother of 20-day-old Sreyroth who is receiving care for premature birth

*Pictured in the middle, during a group breastfeeding counselling session at our Neonatal Unit
ជូនចំេះ មិតអកំទមនីរេពទកុរអងរ ទីេរព និងសញ់ប់នំងអស់។
ខំចងំមិនេភចនូវរមណ៍ធូរល និងនេទនពទីបំផុតខណៈេពលែដលេយើង ចបនរេបើករ េដើមីទទួល ពិនិតែថំកុរេចើនក់ បកបេយគុណពខស់ េកងំ២០២២។
ពេគជ័យរបស់េយើង កងំ២០២២ ែសងេចញមកពីកិចសហរកុម រួមន សបរសជន អកំទ អកស័គចិតកុមបឹកភិល េកគូ អកគូ និងបុគលិកគប់លំប់ក់អស់ និងជរភិលកម។
ំ២០២២ គឺេពលេវដ៏នរៈសំន់ទីបំផុតសប់កុមររេយើងអស់។ េយើងនកងមូលនគឹះសំន់ៗ េដើមីអគតដ៏យូរអែងងរបស់មនីរេពទកុរអងរ ខណៈេពលែដលកំពុងសះែសងរកវធីស េដើមីសមបខនេនឹងបរបទថីេយវបតិជំងឺតតតសកល។
កុមរររបស់មនីរេពទកុរអងរ នេធើរ៉ងសក់សំេលើគេងេចើន ដូចនិរនរពែផកហិរវតអភិវឌេលើបព័នគប់គងឌីជីថល រត់បនយសំណល់និងរេកងសហគមន៍េយវបតិៃនជំងឺកូវដតតតសកល។
សមិទផលនិមួយៗរបស់មនីរេពទកុរអងរ គឺជំនេដើមីសេមចនូវែផនរយុទសកងរយៈេពល ៤ំងមុខ។
ខំនសុទិដិនិយមចំេះ រអភិវឌរបស់េខតេសៀមប និងបេទសកម។ សកមពេទសចរណ៍ និងជំនួញកំពុងប់េផើមេឡើងវញ ខណៈរេធើដំេណើរក៏នពមញឹកេឡើងវញែដរ។
ខំទទនឹងរង់ំ ដល់រជួបជុំររក់តិ និងអនរតិនិងកិចបជុំេេបេទសេផងផងែដរ។
ខំសងឹមេជឿក់ និងទនឹងរង់ំេមើលនូវ សមិទផលេគជ័យពីកុមររ ែដលនឹងេតៀមសេមចនកងំ២០២៣។ ថីមងេទៀតកិចររំងអស់េនះ ចសេមចកិចររដ៏អរមួយេនះនេទ បសិនេបើនរចូលរួមពីេកអកគប់។
រចូលរួមចំែណករបស់េកអក គឺរចូលរួមចំែណកេធើឱបេសើរេឡើងនូវរែថំសុខពសប់កុរកមគប់រូប។
កីឡាម៉ាសេធម្មជាតិ

ដំនើរការដែលយើងធ្វើក្នុងឆ្នាំ ២០២២ - ២០២៦

*យើងផ្តល់ឱ្យទស្សនៈឯកទោសដល់កុមារនៅក្នុងប្រទេសកម្ពុជាដែលមានភោជនីយដ្ឋានថ្មីមុនតាមរយៈរបៀបបញ្ជាក់គ្រប់គ្រង។*

*យើងបញ្ជាក់ថ្មីមុនក្នុងសហគមន្លេននិងអកសវត្ថិ។*

*យើងដំណើរការមុនក្នុងប្រទេសកម្ពុជាដែលមានភោជនីយដ្ឋានថ្មីមុនតាមរយៈរបៀបបញ្ជាក់គ្រប់គ្មេៈដល់កុមារនៅក្នុងប្រទេសកម្ពុជាដែលមានភោជនីយដ្ឋានថ្មីមុ

*យើងមកពីការដំណើរការដែលយើងធ្វើក្នុងឆ្នាំ ២០២២ - ២០២៦។*

*ដើម្បីឃើញឯក្លាស់ស្តីសម្រាប់គោលនយោបាក់របស់យើង សូមចុចទីនេះ*  

*ដើម្បីឃើញឯក្លាស់ស្តីសម្រាប់គោលនយោបាក់របស់យើង សូមចុចទីនេះ*
តំបន់អ្នកចូលរួម

១ ផ្ទៃ
ទិន្នន័យកុមារអាហារចំណាត់ថ្លែងការៈ

២ ការសម្រាប់កុមារ

៣ ការផ្តល់សេវាចម្រៀងនិងសេវាពេតេលា

៤ ការសម្រាប់កុមារអាហារក្នុងការពោរពេញ

៥ សេវារឹមកុមារ

៦ សេវាមេត្តកុមារ

៧ ការសម្រាប់កុមារនេះក្នុងការពោរពេញ

៨ សម្រាប់កុមារអាហារក្នុងការពោរពេញ

៩ សេវារឹមកុមារ

១០ សេវាមេត្តកុមារ

១១ ការសម្រាប់កុមារនេះក្នុងការពោរពេញ

១២ សេវារឹមកុមារ

១៣ សេវាមេត្តកុមារ
ក្រោយពីការប្រការការពេញនៃការងារបន្ថែម ការសោកក្តី ការពេញនិត្តវត្ថុណេះ និងការប្រការការងារបន្ថែម ការសោកក្តីបំពាក់សិទ្ធិភាពពីប្រជាជន។

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<thead>
<tr>
<th>ទីក្រុង</th>
<th>២០២០</th>
<th>២០២១</th>
<th>២០២២</th>
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<tbody>
<tr>
<td>ការទំនើបការពេញនិត្ត</td>
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<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>ការសោកក្តីការប្រការ</td>
<td>167</td>
<td>125</td>
<td>8</td>
</tr>
<tr>
<td>ការសោកក្តីបំពាក់សិទ្ធិភាព</td>
<td>6.1%</td>
<td>7.5%</td>
<td>7.5%</td>
</tr>
</tbody>
</table>

* នៅពេលនេះ សូចករស់ែវងសកមពអនុវតរបស់េយង ស់សង់។
ប្រការការប្រការ

ប្រការការប្រការនេះប្រការ់នៅឆ្នាំ ២០២២។

សូមអភិវឌ្ឍន៍ក្នុងការប្រការការប្រការនេះ។

AHC Annual Report 2022
Thank you all so much for donating your time, money and resources to improve healthcare for every child in Cambodia with us.

A special thank you to the Royal Government of Cambodia for their cooperation.

- Ministry of Health (MoH)
- Central Medical Stores (Cambodia)
- National Center for HIV/AIDS, Dermatology and STDs (NCHADS Cambodia)
- National Pediatric Hospital Cambodia (NPH)
- Siem Reap Provincial Administration
- Siem Reap Provincial Health Department
- Siem Reap Provincial Hospital
- Preah Vihear Provincial Health Department
- Dai-ichi Life Insurance (Cambodia)
- DKSH (Cambodia) Co., Ltd
- Hattha Bank Plc
- hawo Germany
- Herbalife Nutrition Foundation
- KCJ Business Platform and Trade
- Mr Kong Rayuth and Mrs Im Sokunthea (HK7 Co., Ltd)
- KW Siem Reap Realty Co., Ltd
- Manulife Cambodia
- ML MongKul Realty Co., Ltd
- NT Asset Management
- Peng Huoth Group
- Sathapana Bank
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Although we couldn’t list all our generous donors in this report, we appreciate every single one of you who make our work possible.

Together, we can continue to improving healthcare for every child in Cambodia.

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Every child - rich or poor - deserves to be healthy.

Angkor Hospital for Children (AHC) is a leading children's healthcare organisation based in Siem Reap, Cambodia.
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