

USAID ENHANCING QUALITY OF HEALTHCARE ACTIVITY



EQHA 2020 HIGHLIGHTS



Higher-Quality Health System for Cambodians

EQHA'S GOAL

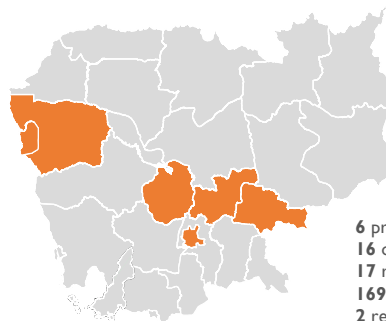
Catalyze national and subnational health systems to **improve the quality of public and private health services** and increase patients' trust in the services



EQHA IS CONTRIBUTING TO THE QUALITY IMPROVEMENT OF THE HEALTH SYSTEM IN CAMBODIA BY STRENGTHENING KEY LEVERS



EQHA'S COVERAGE (SEPTEMBER 2020)



- 6 provinces
- 16 operational districts (ODs)
- 17 referral hospitals (RHs)
- 169 health centers (HCs)
- 2 regional training centers (RTC)



"The USAID-funded Enhancing Quality of Healthcare Activity (EQHA) has made a very important contribution to strengthening the health system in Cambodia. EQHA has built capacity of human resources to improve the quality and safety of our healthcare services. In addition, EQHA's staff always follows the guidelines of the Ministry of Health, which contributes to the sustainability of their effort."

Chan Buntha, Director of Technical Bureau of Boribo Operational District, Kampong Chhnang



EQHA'S RESULTS



POLICIES, GUIDELINES AND STANDARDS FOR QUALITY ASSURANCE

7

Policies and guidelines related to quality of care developed and in effect. [link](#)

8

[Clinical Vignettes](#) on MCH, TB and HIV integrated into NQEM tool



PRIVATE HEALTH SECTOR REGULATION AND ENGAGEMENT

MINIMUM STANDARD

for licensing and relicensing of private health facilities developed and being adapted by MOH technical working group. [link](#)

KAP SURVEY

among pharmacist on FP, TB and HIV conducted, and findings used to develop a creative brief to educate pharmacists. [Report Link](#)

2,396

pharmacists have improved their access to FP, TB and HIV training through continuous professional development online (SwipeRx).



REGULATION AND ACCREDITATION

Concept note and road map to establish a Cambodian national healthcare accreditation system established. [link](#)

A set of 365 Cambodian hospital accreditation standards (CHAS) developed and approved by QIWG of MOH.

Accreditation coordinator and surveyor certification course developed. [link](#)

29,486

health professionals registered with HPCs up to September 2020 (an increase by 32% from 22,267 in 2018)

81.2%

of private health facilities having a valid license (increased from 78.5% in 2019)



PRESERVICE EDUCATION

5

distant learning hubs installed & function at four RTC and the University of Puthisastra to facilitate e-learning

10

public and private pre-service institutions supported

24

Technical resource related to pre-service education (nursing curriculum, simulation lab equipment) developed and being used

1,496

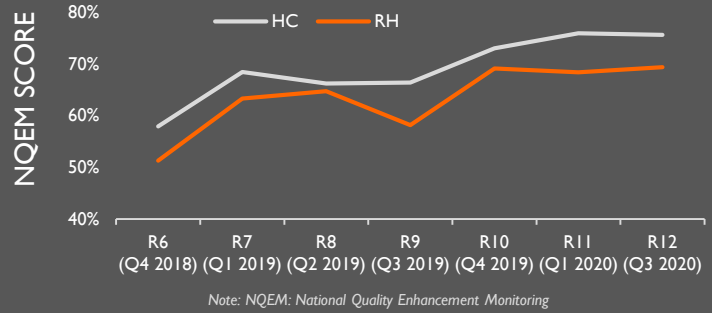
equipment and supplies for simulation including high fidelity mannequins and task trainers handed to 2 RTCs for enhancing competencies of nurses.



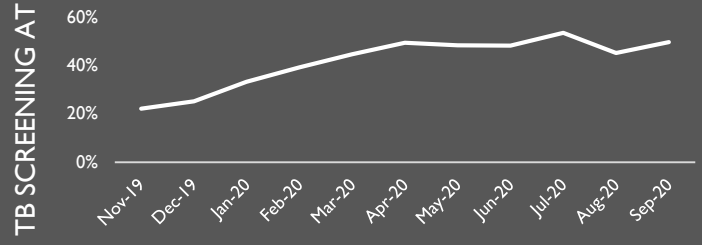
IMPROVING SERVICES TO PATIENTS THROUGH COLLABORATIVE IMPROVEMENT

1. TEAMWORK
2. SELF MONITORING
3. CONTINUOUS IMPROVEMENT USING [PDSA](#)
4. PEER-TO-PEER LEARNING
5. CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

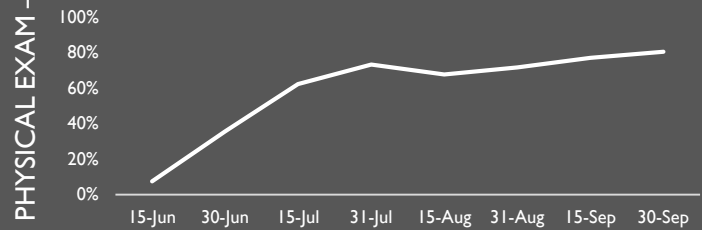
Average total NQEM Score of HCs and RHs in 16 ODs across six EQHA-supported province (R6-R12)



Progress of TB screening among outpatients (OPD) in 90 health facilities across six EQHA-supported provinces (FY 2020)



Percentage of pregnant women who received a comprehensive physical exam during their ANC visit in 17 health facilities of OD Batheay and Choeng Prey, Kampong Cham (June to September 2020)



I used to visit the health center when I had my first pregnancy seven years ago. I had to wait long hours for the center staff to come and check my health. Now, I can see a lot of changes, including a decrease in waiting time, better services and friendlier providers."

Neak Pove, a 27-year-old patient with a 6-month-old child.



CONTRIBUTION TO CAMBODIA'S COVID-19 RESPONSE

8,000

units of VTM to support specimen transportation

16,000

units of swabs for COVID-19 specimen collection

13,000

sets of PPE to protect health personnel

200

units of infrared thermometers to screen patients' temperature

25

sets of IT equipment to support the disease surveillance system

12

distant-learning hubs installed and functioning at COVID-19 sites



Under the leadership of MOH, Cambodia is known as one of the best-prepared countries in ASEAN for the COVID-19 response, figuring in the top-three least affected countries and without virus-related deaths

3,880 COVID-19 specimens transported with support from USAID



1,731 healthcare providers trained n COVID-19 response preparedness, including the private sector



369 health facilities receiving USAID support for COVID-19 response preparedness

