

KAMPONG CHAM HOSPITAL

"The First Prize Honor of the 2019 CPA3 Best Public Service Delivery in Health Sector"



Village 7th, Sangkat Kampong Cham, Krong Kampong Cham, Kampong Cham Province

BRIEF BACKGROUND

The Kampong Cham Hospital covers the area of 253.75 square meters and locates on the Village 7th, Sangkat Kampong Cham, Krong Kampong Cham, Kampong Cham province. This hospital locates opposite the Kampong Cham city office, and borders with Preah Ketomelea Avenue on the North, with Preah Bat Soriya Varoman II Avenue on the east, with Kampong Cham provincial health secondary school on the west, and with Chey Voraman VII Avenue on the South.

The Kampong Cham Hospital was built in 1930 in the time of French colony and was named as Kampong Cham Hospital. At the beginning, there were six buildings and later new buildings replaced the old ones that could not function anymore. Till 2020, there is only one old building as still present and that is the Communicational Disease Building. During the Khmer Rouge, this hospital was used for medical care in its liberal zone and first reopened on 12 February 1979 as a second provincial hospital after the first provincial hospital in Soung commune which is now in Tbong Khmum province.

The Kampong Cham Hospital provides critical 17 health services to all people with 26 technical and supporting units and departments. There is one Director and six deputy-directors and with seven other hospital committees and three working groups. By early 2020 there are 385 staff including 204 females and in which there are 289 full-licensed staff, 24 contract staff, 22 hired staff and 50 hired workers. Among the 289 staff, there are 14 specialized doctors, 48 general doctors, 54 midwives, 125 nurses and 48 other skilled staff.

Till now there are eleven partners and NGOs supporting the hospital. They are JICA, NANUM International, UNFPA, Kampuchea Women's Welfare Action, Last Day Saint Charity, Diagnosis Microbiology

Development Program, Naval Medical Research Unit 2, GIZ, International Committee of Red Cross Cambodia, and NEXTSTEP.

KEY SUCCESS FACTORS

The success of Kampong Cham Hospital is witnessed based on the outstanding performance for the eight criteria – (1) standard of public services, (2) standard of public service deliveries, (3) public financial management, (4) human resource development and management, (5) environmental improvement and management, (6) good cooperation with communities, partners and public service users, (7) problem resolution with communities and users, and (8) better initiatives and innovations.

In the past five years (2015-2019), Kampong Cham Hospital has significantly achieved positive impacts for instance (1) annual increases in new clients; (2) decreasing rate of patients' mortality; (3) improved aesthetics, hygiene, and environment; (4) well-responsive and improved infrastructure; (5) increased skills, incentive, and commitment of all staff; and (6) more sharing and exchange of knowledge and skills among other hospitals. Such achievements are of course the results of (1) the indication and directions of the policies of the national government and Ministry of Health; (2) dynamic support from all stakeholders including local/provincial authorities and the clients; (3) supports from other partners; (4) good collaboration and cooperation among authorities, the public, Kampong Cham Department of Health, and other hospitals; (5) good hospital leadership and management; and (6) finally the commitment and devotion of all staff and associated parties of the hospital.

KEY MESSAGES

- **THE SUFFERING OF THE PATIENTS IS THE HARDEST SUFFERING OF DOCTORS.**
- **TRANSPARENCY IS KEY TO LEADERSHIP AND MANAGEMENT.**
- **WE DO NOT ONLY TRUST OUR STAFF, BUT ALSO THE SERVICES THEY PROVIDE TO CLIENTS.**
- **WE LEAD BY EXAMPLE.**
- **WE DO NOT ONLY STRIVE TO MAXIMUM OUR EXCELENCE FOR OUR CLIENTS, BUT ALSO FOR OURSELVES TOO AS WE DO NOT KNOW SOME DAYS WE WILL BE STAYING IN OUR ICU BED.**