

KOH KONG HOSPITAL

"The First Prize Honor of the 2019 CPA2 Best Public Service Delivery in Health Sector"



Krong Khemara Phumin, Koh Kong Province

BRIEF BACKGROUND

The Koh Kong Hospital covers an area of 33,000 square meters and two operational districts – Smach Meanchey District (with 7 health centers and posts), and Srae Ambel District (with 6 health centers and 2 health posts).

The Koh Kong Hospital was first established in 1963 in the Sangkhum Reasniyum and continued its operation to 1975. From 1975 to 1979 this hospital was abandoned. After 1979, provincial and local authorities started rehabilitation and re-operation with wooden building and new concrete buildings. In 1991, the operation building was rehabilitated with fund from Thailand Red Cross. Till 2000, some buildings for instance operation unit, communicational disease unit, general disease unit were rehabilitated with fund from Swiss Organization of Italy. In 2005, one dormitory for medical staff was built with the fund from Deputy Prime Minister Tea Banh and HE Yuth Photong, provincial governor of Koh Kong.

KEY SUCCESS FACTORS

The success of Koh Kong 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), Koh Kong 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.

In addition to the above factors, these are also contributing to the success of the hospital:

- (1) clear vision and missions of the hospital
- (2) responsible and participatory mechanism of all staff
- (3) delegation of leadership and management to all in-charge units
- (4) well cooperation and communication with local authorities
- (5) well network with other partners for fund raising

KEY MESSAGES

- **WE DO NOT USE THE TERM "I", BUT WE USE "WE".**
- **TOGETHER WE THINK, DO, IN-CHARGE, SOLVE AND DEVELOP.**
- **WE HAVE AND BELIEVE IN OUR VISION AND MISSIONS. EVERYONE IS DEDICATED TO ACHIEVE THEM COMMONLY.**