

# សន្និបាតអាជ្ញាធរជាតិប្រយុទ្ធនឹងជំងឺអេដស៍ ប្រចាំឆ្នាំ ២០២៤

ថ្ងៃព្រហស្បតិ៍ ៦រោច ខែកត្តិក ឆ្នាំរោង ឆស័ក ពុទ្ធសករាជ ២៥៦៨ ត្រូវនឹងថ្ងៃទី ២១ ខែ វិច្ឆិកា ឆ្នាំ ២០២៤

## ការផ្តល់សេវាមេត្រី សៅមណ្ឌលសុខភាពទួលសោក

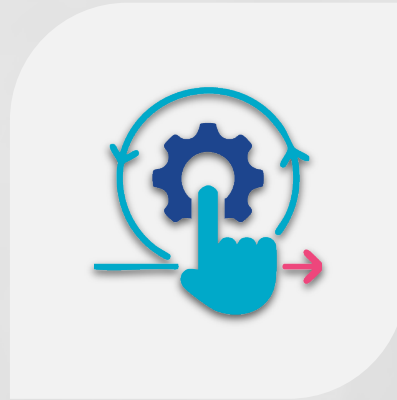
បង្ហាញដោយ លោក ក្រិត សេដ្ឋា | អនុប្រធានស្រុកប្រតិបត្តិចតុមុខ រាជធានីភ្នំពេញ



# បាតកា



ព័ត៌មានភូមិសាស្ត្រ



កញ្ចប់សេវា និងលទ្ធផលនៃការផ្តល់សេវា



លទ្ធផលនៃការសិក្សាអំពីការផ្តល់សេវាមេត្រី  
នៅមណ្ឌលសុខភាពទួលគោក



# I. ព័ត៌មានតូបិសាស្ត្រ

## ចំនួនប្រជាជន និងគ្រឹះស្ថានសុខាភិបាល

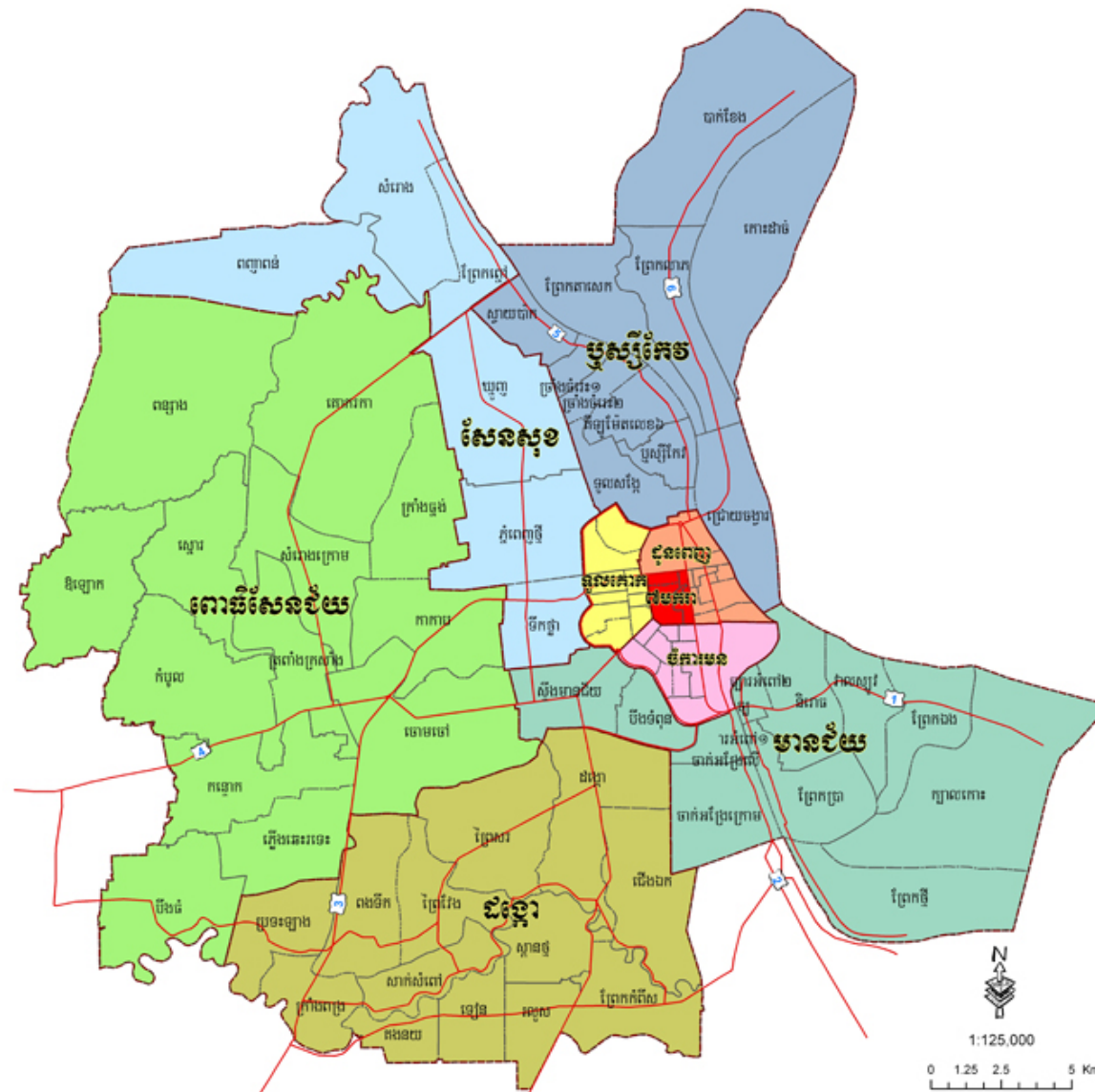
OD Name	# pop	# RH	# HC	# HP	HIV/AIDS service delivery					
					HTC	VCCT/ Pre-ART/ART	PAC	FHC	CAA	CMA
Chaktomouk	353,721	1	5	0	16	6	1	3	0	2

## អ្នកផ្តល់សេវាថែទាំនិងព្យាបាលជំងឺអេដស៍

OD Name	Adult ART			Pediatric ART			Data Clerk	CAA/AUA	CMA	PLHIV in Care	On ART
	Physic.	Nurses	Volunt.	Physic.	Nurses	Volunt.					
Chaktomouk	4	4	0	0	0	0	0	1	2	301	233
5NH										10700	



# I. ព័ត៌មានភូមិសាស្ត្រ (ត)





# I. ព័ត៌មានតូមិសាស្ត្រ (ត)

ល.រ	ខណ្ឌ	ការិ ស្រុកប្រតិបត្តិ	មន្ទីរពេទ្យបង្អែក, មណ្ឌលសុខភាព	មន្ទីរពេទ្យជាតិ មជ្ឈមណ្ឌលជាតិ	អង្គការជាដៃគូ
1	ដូនពេញ	ចតុមុខ	1-មន្ទីរពេទ្យបង្អែក ចតុមុខ	មន្ទីរពេទ្យកាល់ម៉ែត្រ	CWPD
2	ចំការមន		2-ម.ស ដូនពេញ	មន្ទីរពេទ្យព្រះកេតុមា	MHC
3	ព្រៃមករា		3-ម.ស ផ្សារដើមថ្កូវ	មជ្ឈមណ្ឌលគាំពារមាតាទារក	KHANA
4	ទួលគោក		4-ម.ស ៧ មករា	មជ្ឈមណ្ឌលជាតិកំចាត់រោគរបេង និងហង់សិន	FHI360
5	បឹងកេងកង		5-មន្ទីរពេទ្យបង្អែករាជធានីភ្នំពេញ	មន្ទីរពេទ្យព្រះស៊ីហានុ មណ្ឌលនៃក្តីសង្ឃឹម	AUA
			6-ម.ស ទួលគោក	មន្ទីរពេទ្យកុមារជាតិ	Korsang
			7-ម.ស ទួលស្វាយព្រៃ	មន្ទីរពេទ្យមិត្តភាពកម្ពុជា ចិន ព្រះកុសុមៈ	មិត្តសំលាញ់
				NCHADS-AHF clinic3	AHF
				មជ្ឈមណ្ឌលជាតិផ្តល់ឈាម	WOMEN
				មន្ទីរមិត្តភាពខ្មែរសូវៀត	ASVW
					RHAC



# I. ព័ត៌មានតូចសាស្ត្រ

ចំនួនក្រុមប្រឈមមុខខ្ពស់នឹងការឆ្លងមេរោគអេដស៍ នៅក្នុងស្រុកប្រតិបត្តិចតុមុខ

ការិ ស្រុក ប្រតិបត្តិ	FEW		MSM		TG		PWUD	PWID
	ចំនួនទីតាំង	ចំនួនក្រុមគោលដៅ	ចំនួនទីតាំង	ចំនួនក្រុមគោលដៅ	ចំនួនទីតាំង	ចំនួនក្រុមគោលដៅ	ចំនួនក្រុមគោលដៅ	ចំនួនក្រុមគោលដៅ
ចតុមុខ	319	7870	64	5128	64	2436	458	740

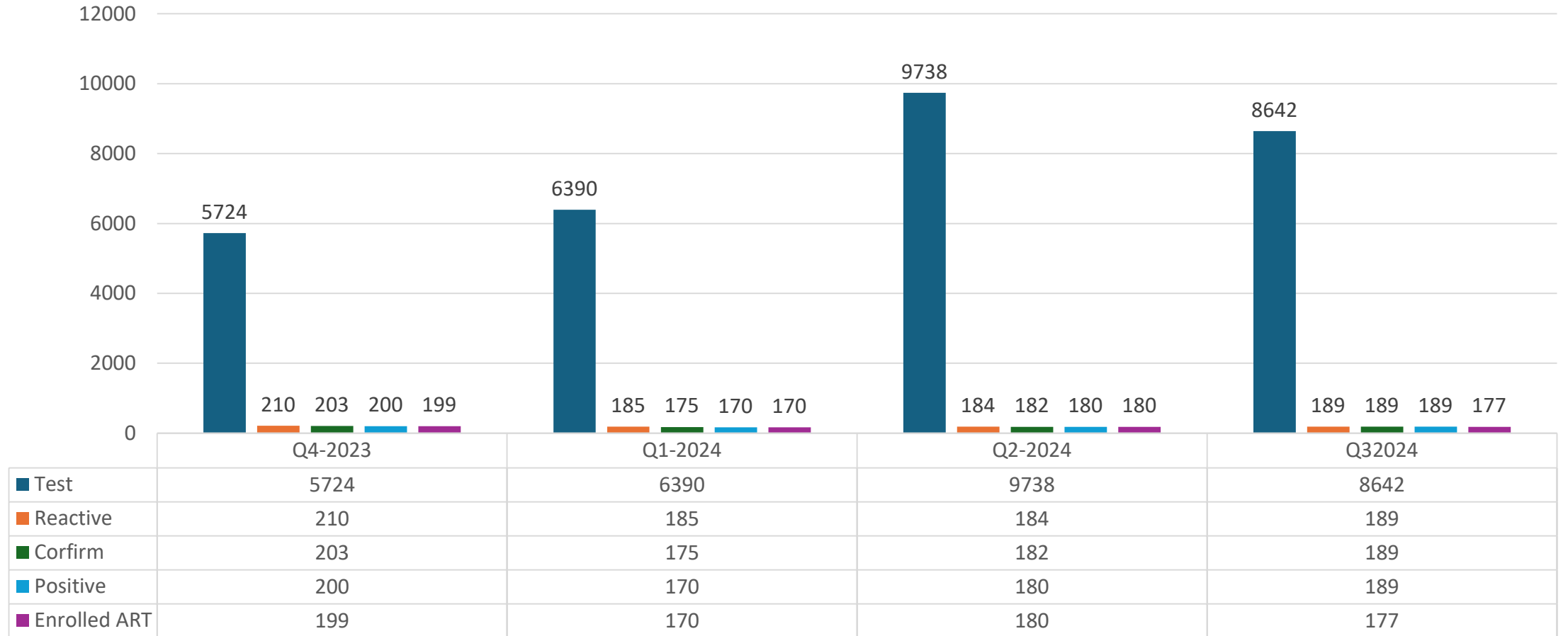




## II. កញ្ចប់សេវា និងលទ្ធផលនៃការផ្តល់សេវា



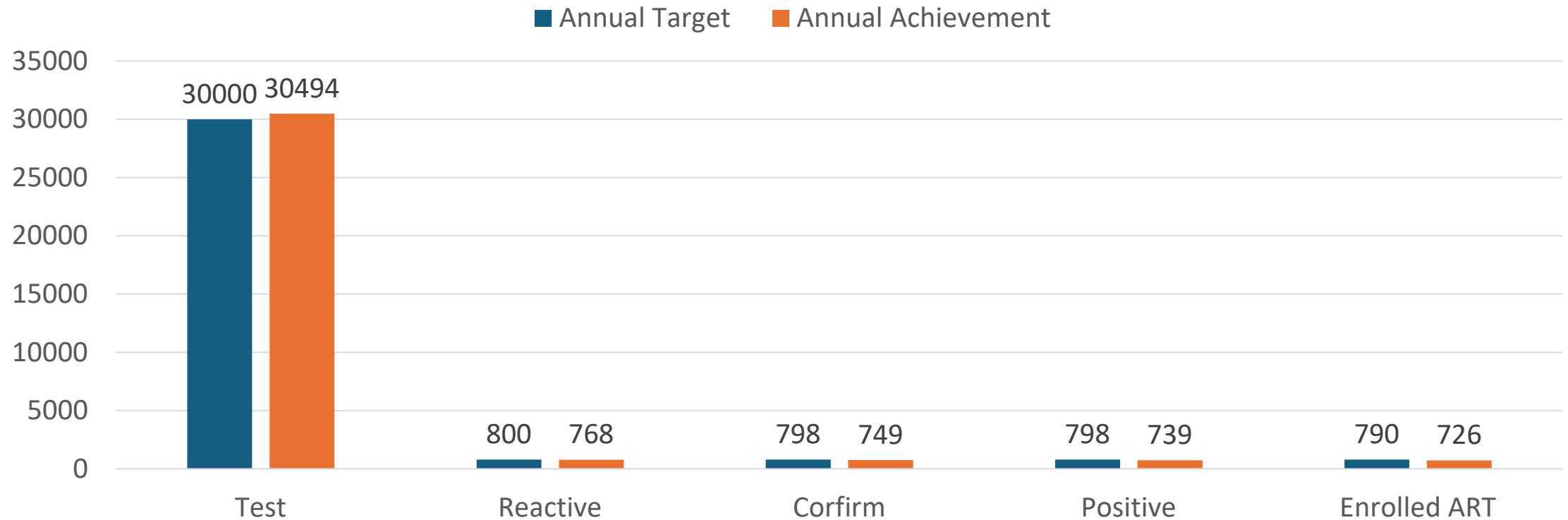
# **සම්ප්‍රදාය Achievements – HTS** **(October 2023 – September 2024)**





# සමස්ත සිද්ධි සාරාංශය Achievements – HTS

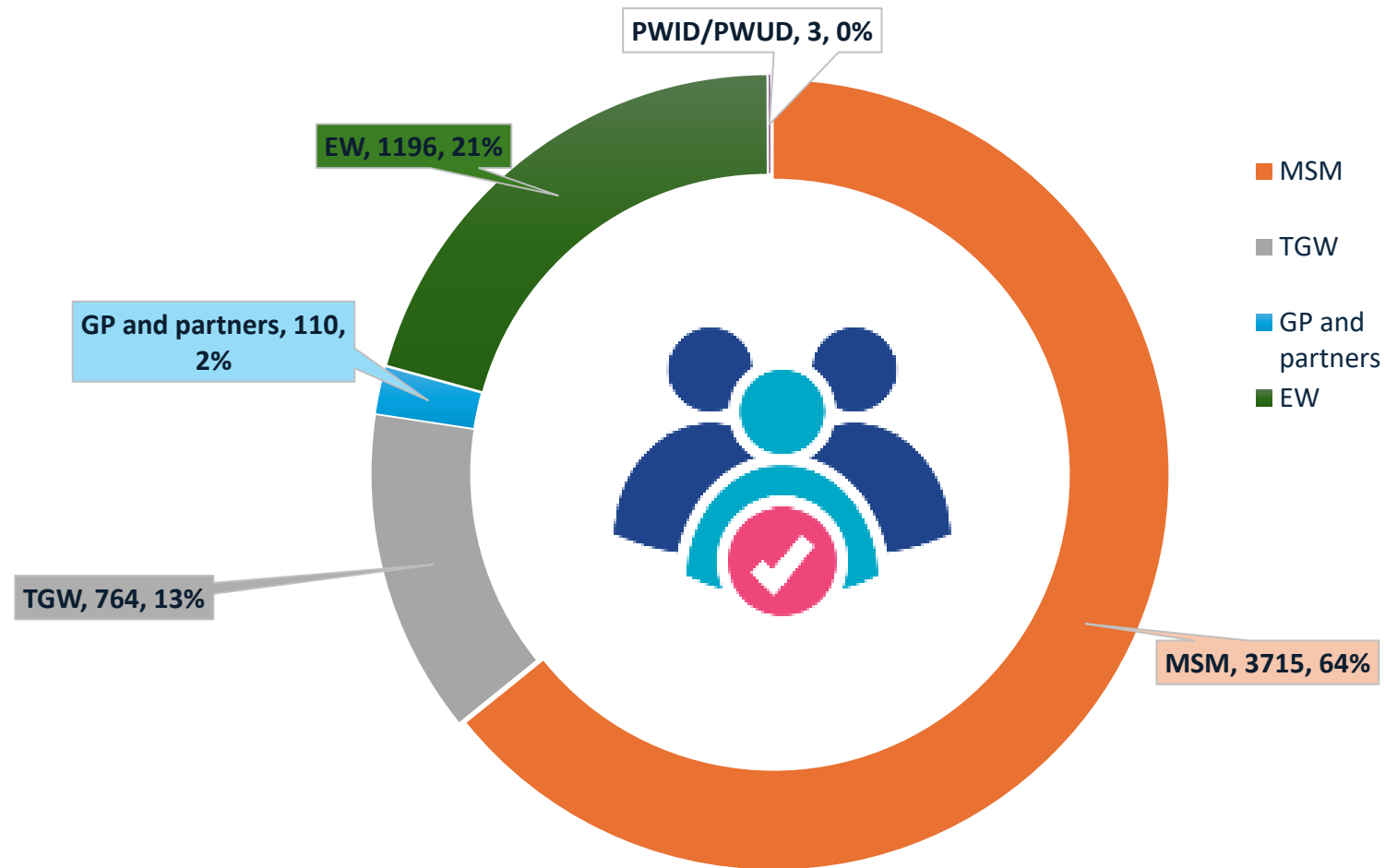
(October 2023 – September 2024)





# ចំនួន និងភាគរយនៃអតិថិជនប្រើតាមប្រភេទអតិថិជន គិតត្រឹមខែ កញ្ញា ឆ្នាំ២០២៤

(Number and percentage of PrEP clients by type as of Sept 2024)

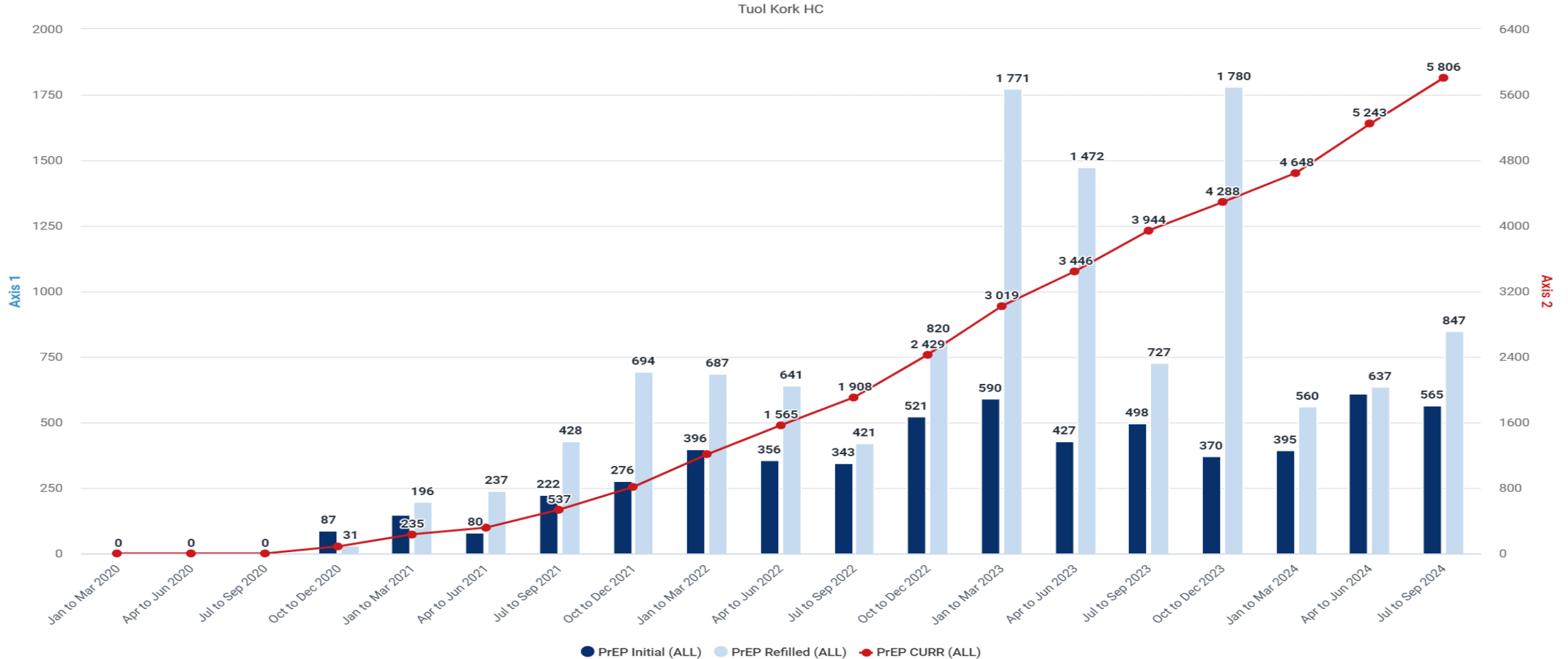




# ចំនួននៃអតិថិជនប្រើប្រាស់ មកទទួលសេវាប្រចាំខែ គិតត្រឹម កញ្ញា ឆ្នាំ ២០២៤

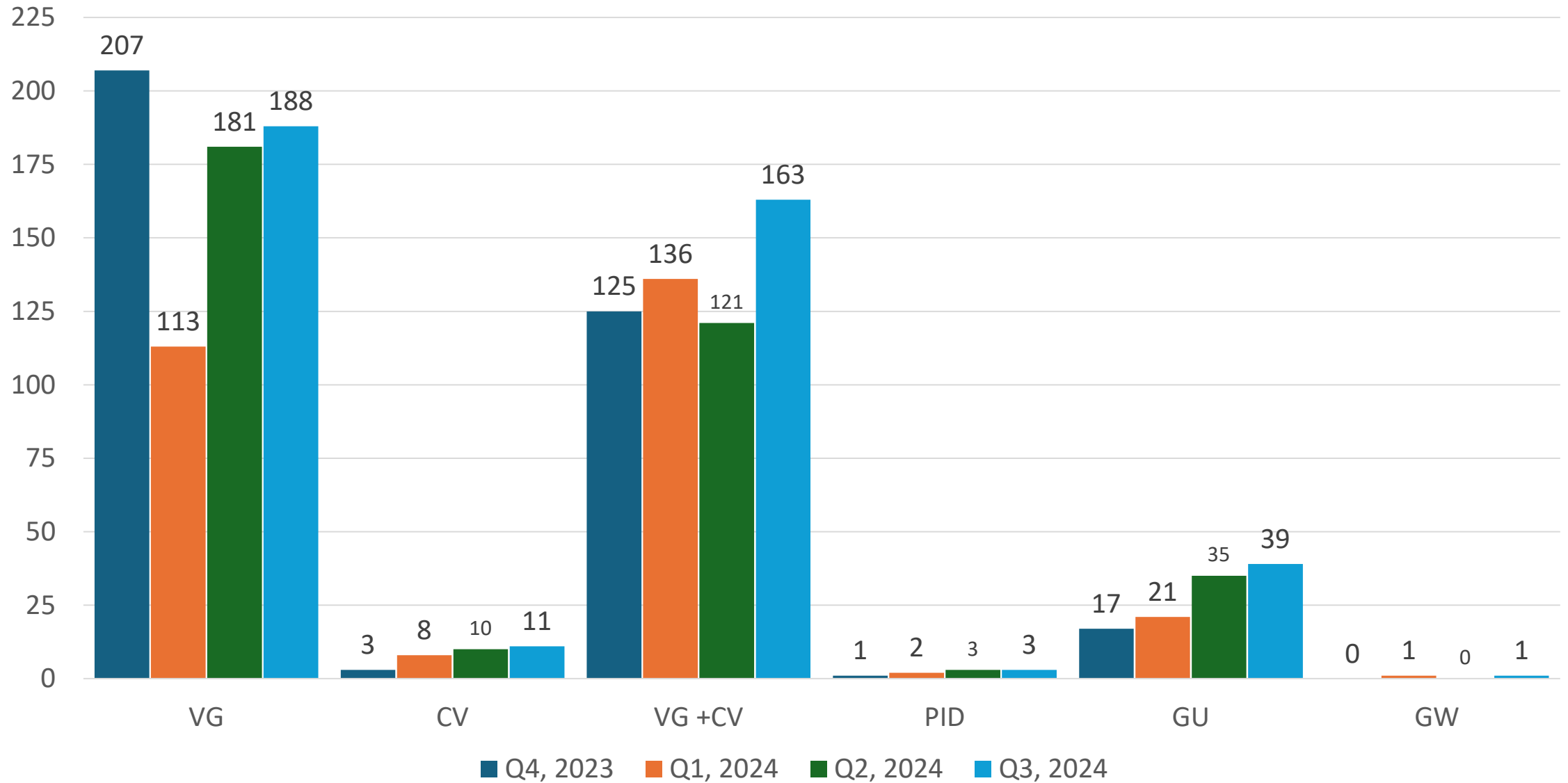
( Number of PrEP clients enrolment by Sept 2024

Cumulative PrEP CURR



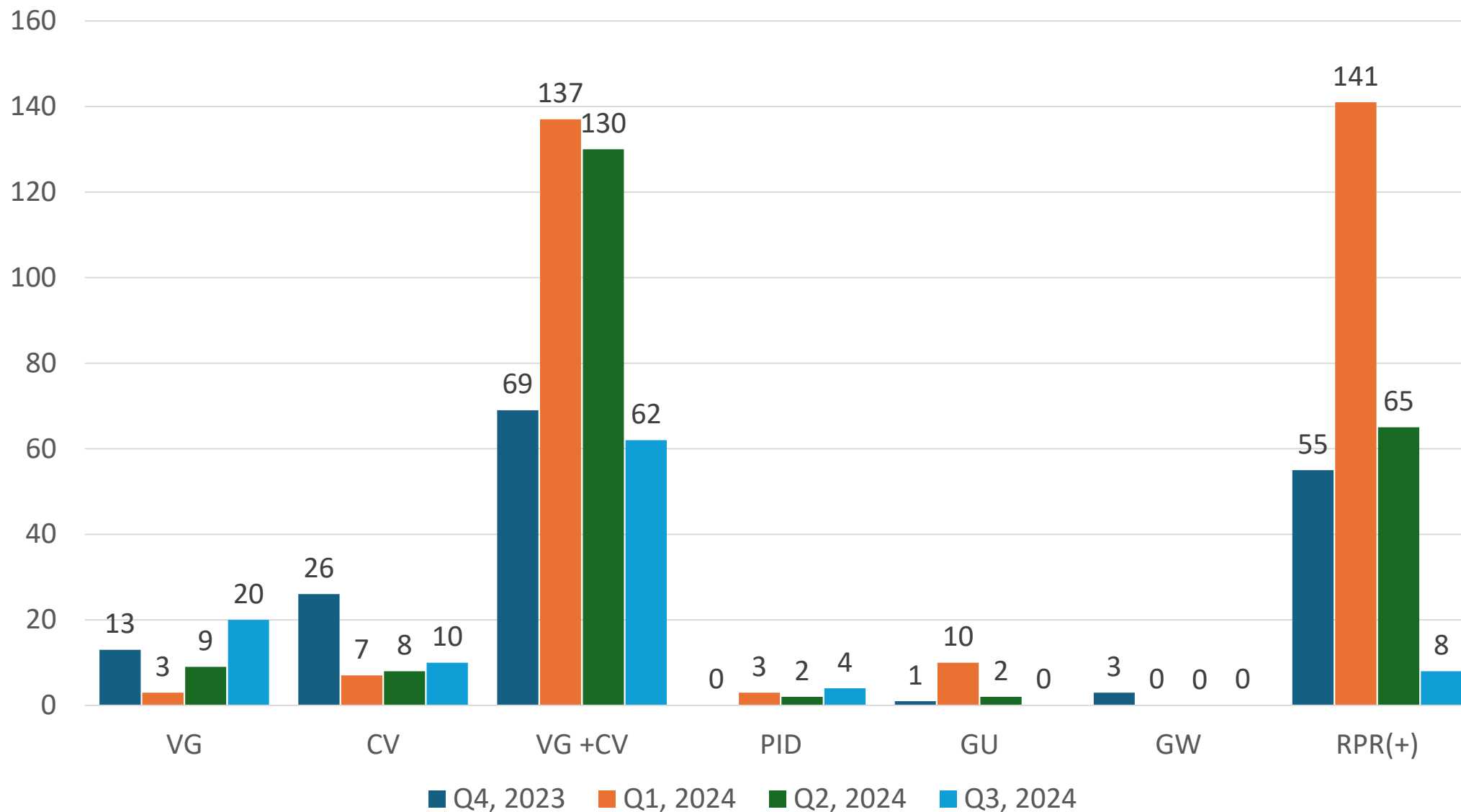


# ចំនួនករណីជំងឺកាមរោគក្នុងចំណោមស្ត្រីប្រឈមមុខទាប(LRW)



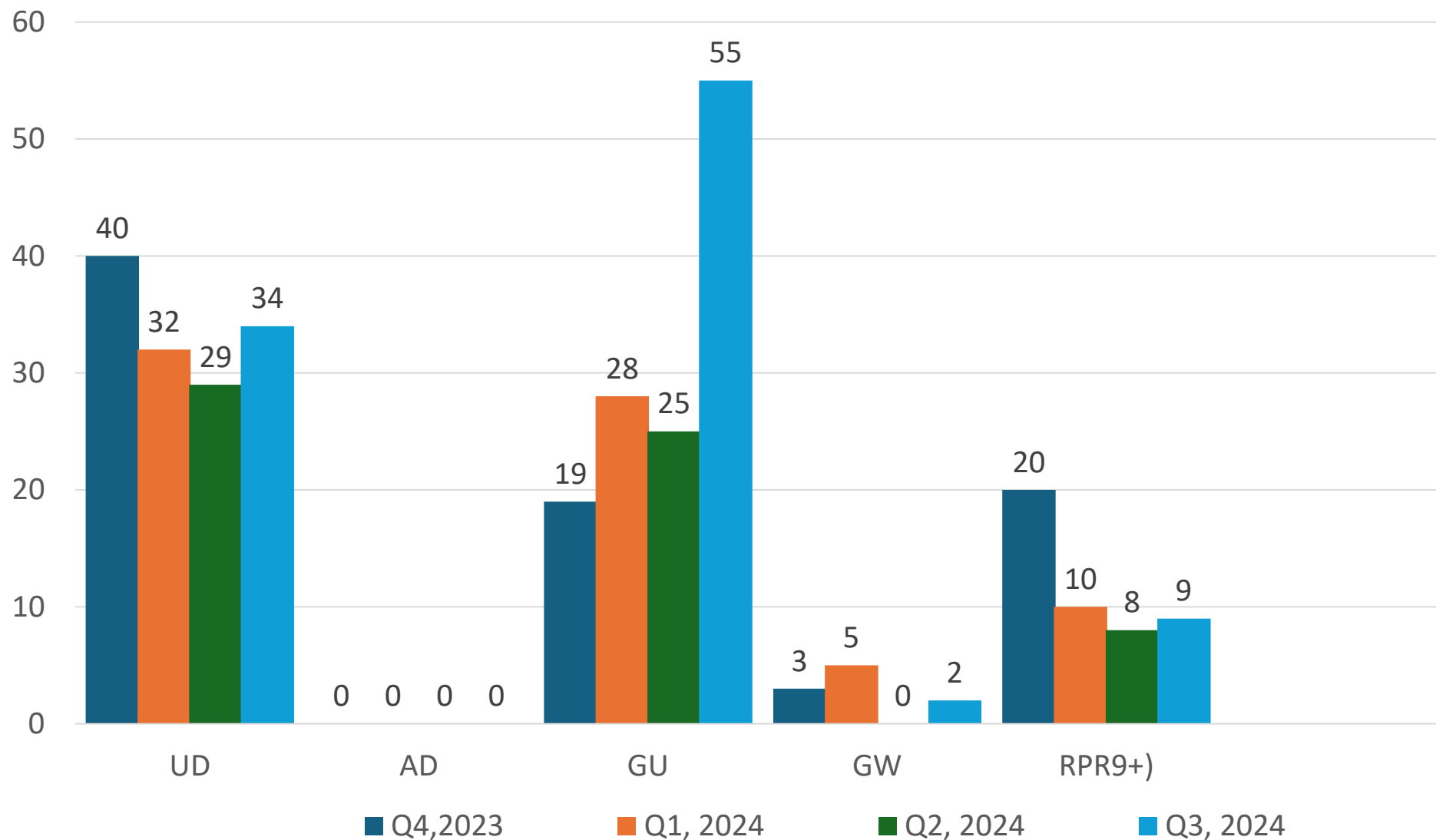


# ចំនួនករណីជំងឺកាមរោគក្នុងចំណោមស្ត្រីប្រឈមមុខខ្ពស់ (EW)



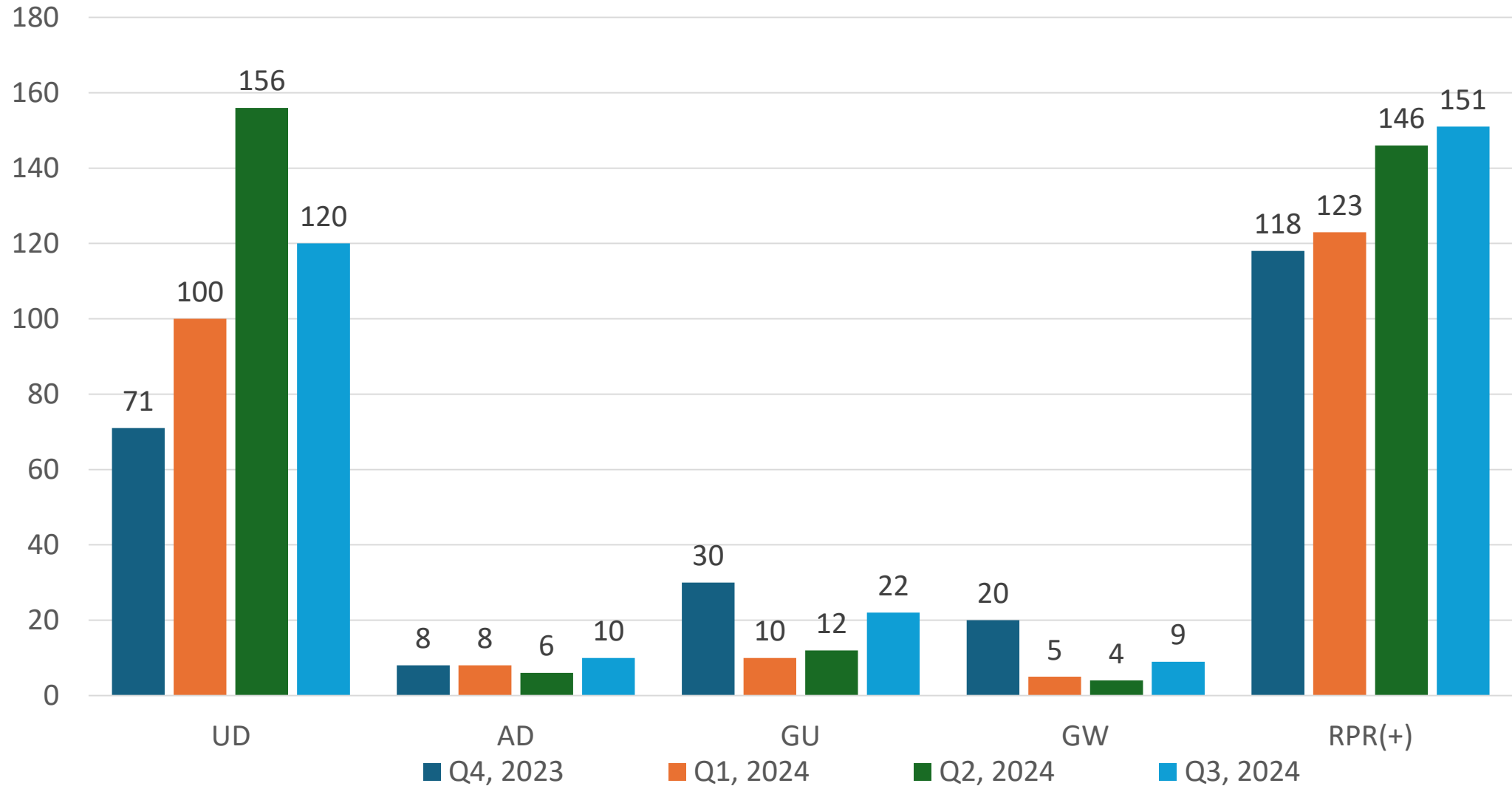


# ចំនួនករណីជំងឺកាមរោគលើបុរស





# ចំនួនករណីកាច់រោគលើមុនសង្គមយក្សាឡើយមុន(MSM)







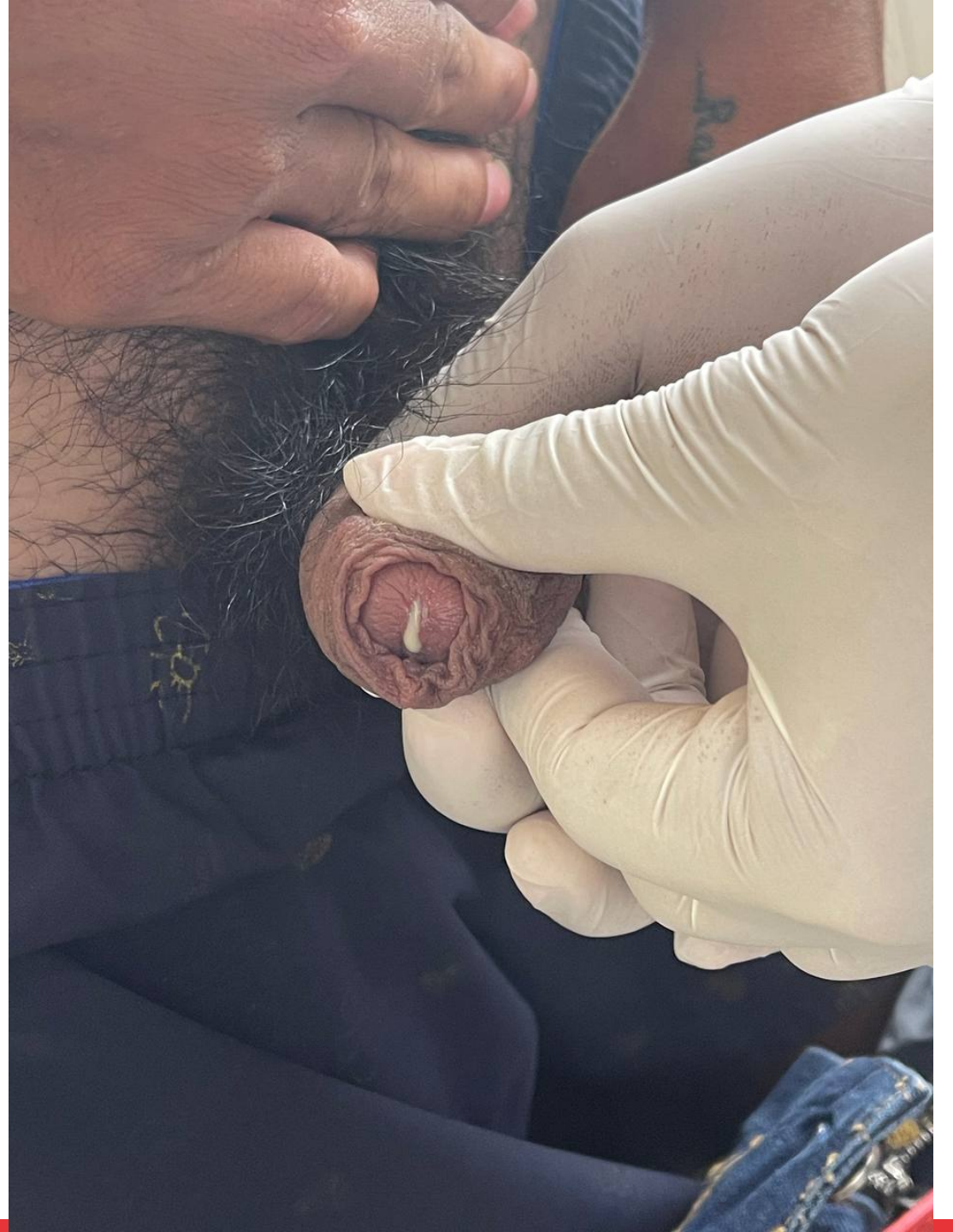

























## II. កញ្ចប់សេវា និងលទ្ធផលនៃការផ្តល់សេវា







### III. លទ្ធផលនៃការសិក្សាអំពីការផ្តល់សេវាមេត្រី នៅមណ្ឌលសុខភាពទួលគោក



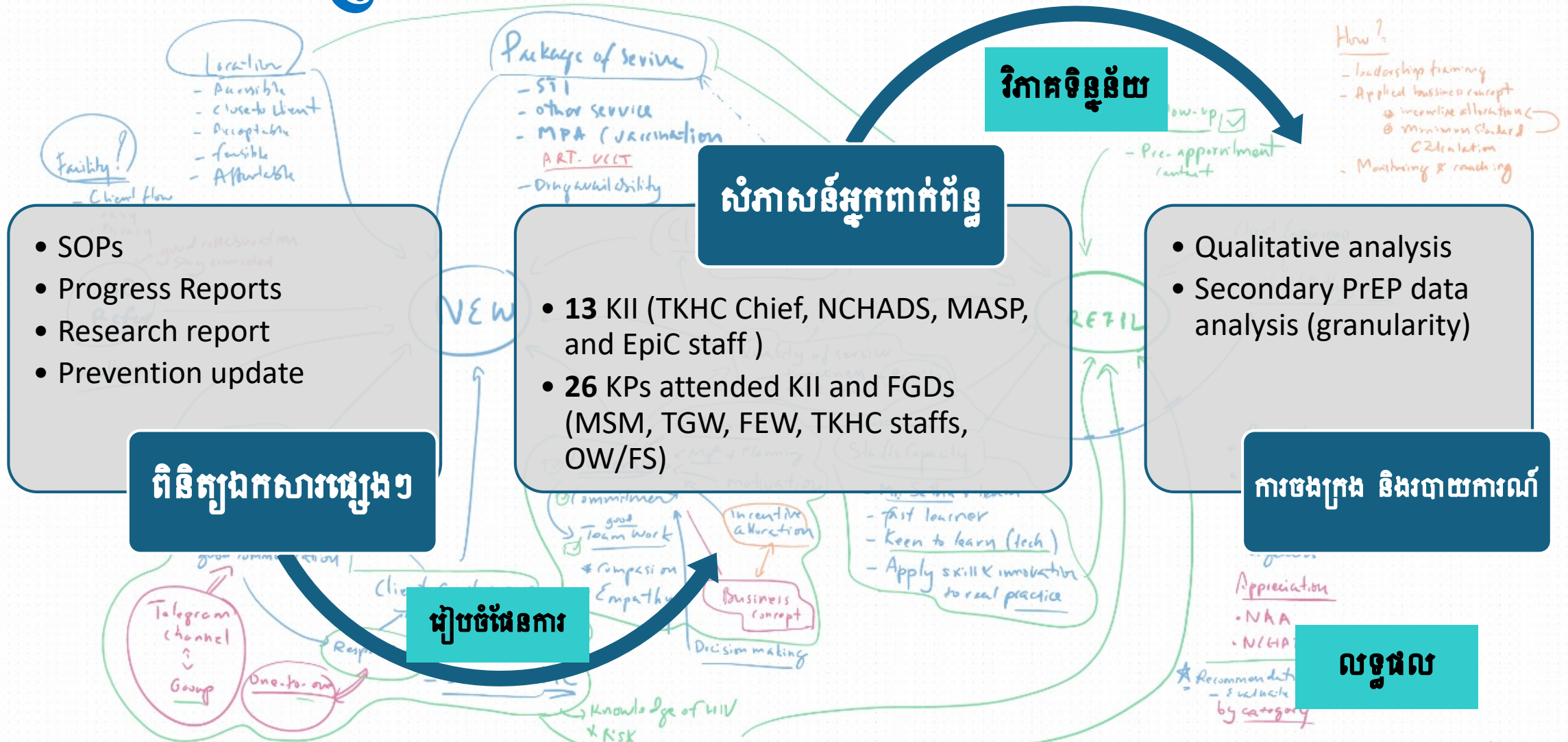
## ១. គោលបំណងនៃការសិក្សា

ដើម្បីចងក្រងភាពជោគជ័យរបស់ TKHC ក្នុងការចុះឈ្មោះ និងរក្សា KPs វ័យក្មេង ជាពិសេស MSM និង TGW និងដើម្បីកំណត់ជាគំរូដែលអាចនឹងផ្តល់អត្ថប្រយោជន៍ដល់សេវា PrEP ផ្សេងទៀត។





## ២. វិធីសាស្ត្រនៃការសិក្សា





# របកគំហើញ

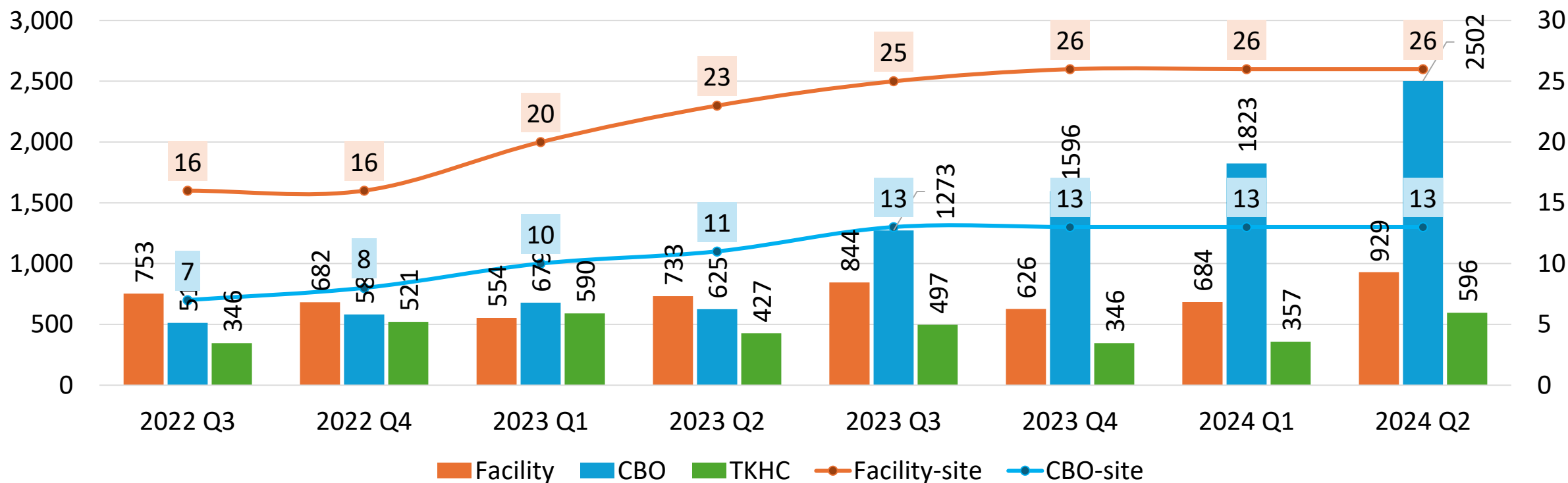
"តើ TKHC ចុះឈ្មោះ និងរក្សា KP  
ទទួល PrEP ក្នុងអត្រាខ្ពស់ជាងគេ  
នៅក្នុងប្រទេសដែរឬទេ?"





# ចំនួននៃអតិថិជនប្រើប្រាស់ ដែលបានចុះឈ្មោះទទួលសេវា Q3 2022-Q2 2024

Number of KP enrolled in PrEP by Type of PrEP sites

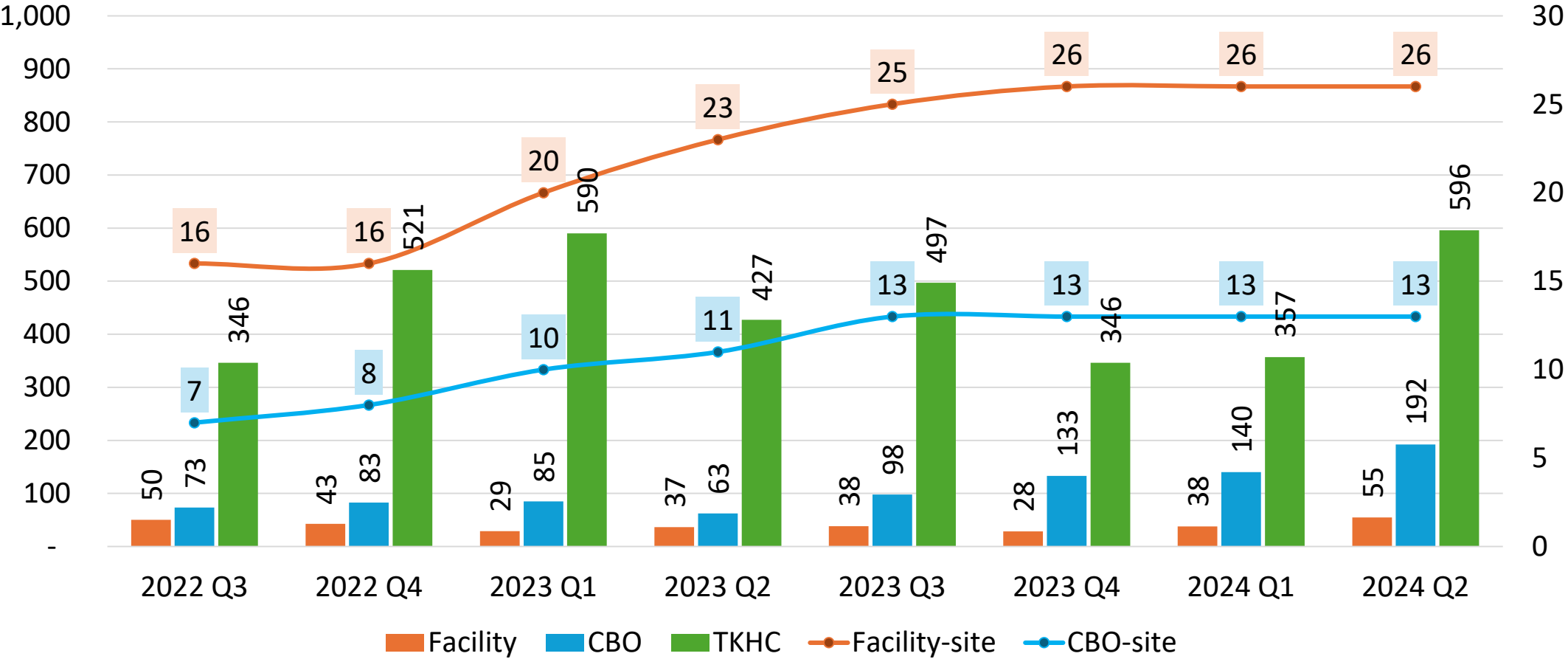




# និន្នាការនៃការចុះឈ្មោះបង្កើតជាមធ្យមទទួលសេវាប្រឹក្សា

## Q3 2022-Q2 2024

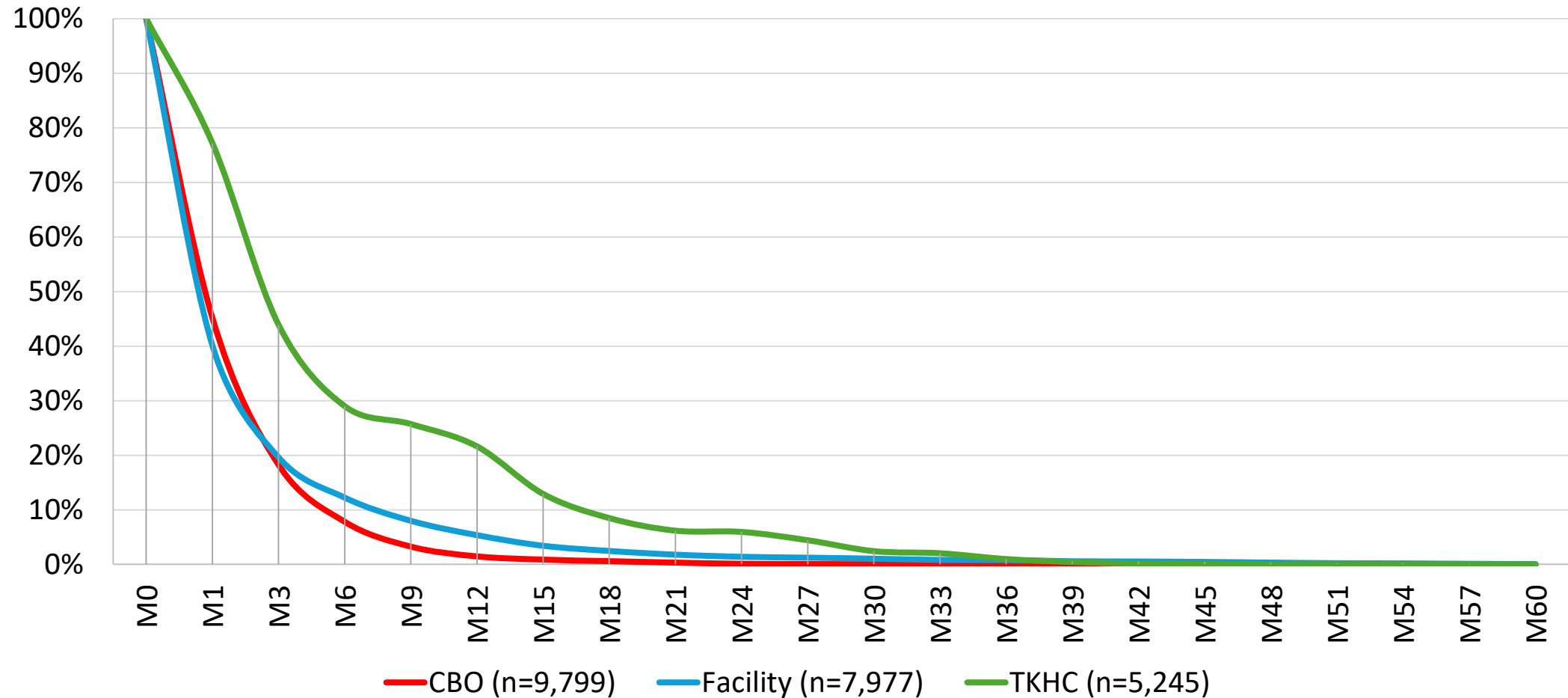
Average number of KPs enrolled in PrEP





# ភាគរយនៃការអតិថិជនត្រឡប់មកទទួលសេវាប្រើ Q3 2022-Q2 2024

PrEP care cascade by type of PrEP sites in Cambodia





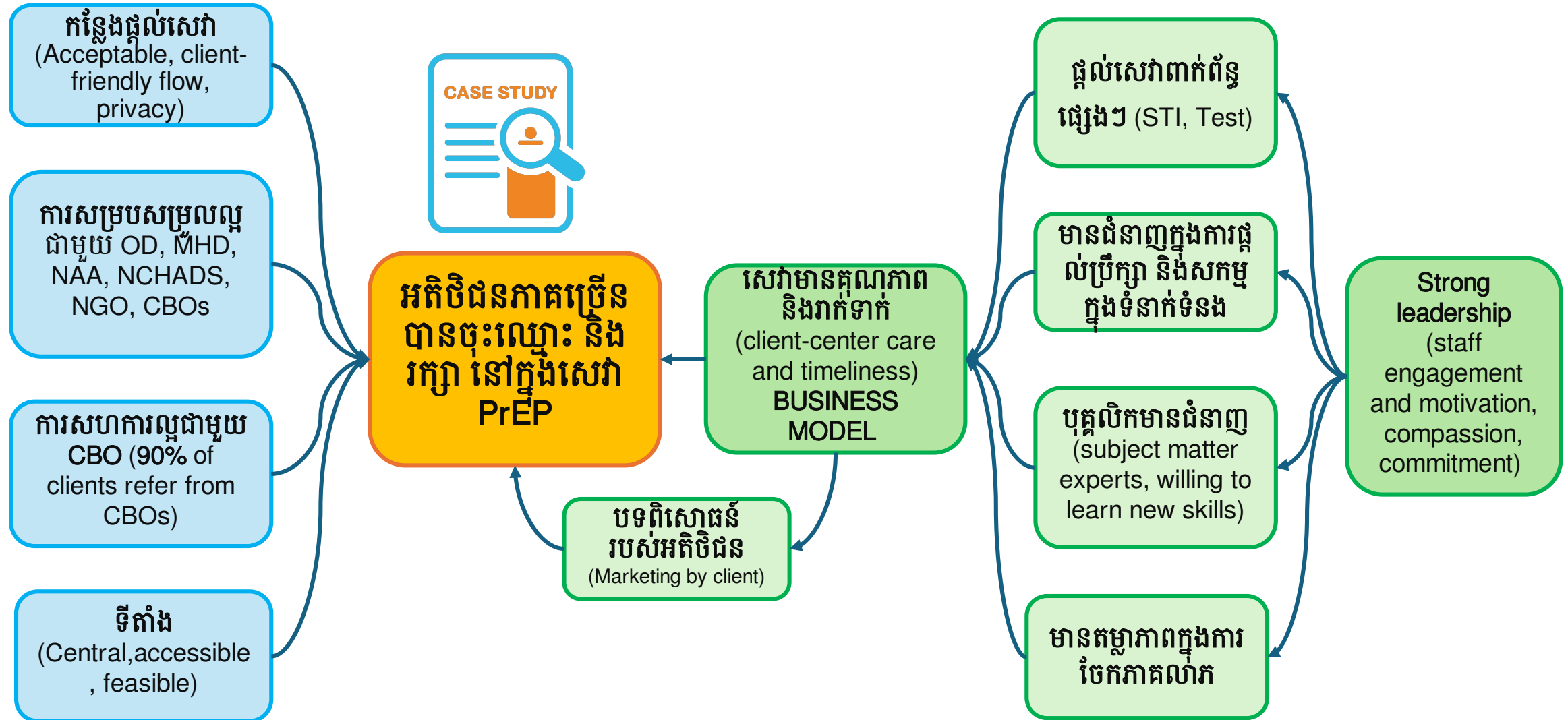
# FINDINGS

ហេតុអ្វីបានជាTKHC ធ្វើ  
ការងារដ៏អស្ចារ្យបែបនេះ?





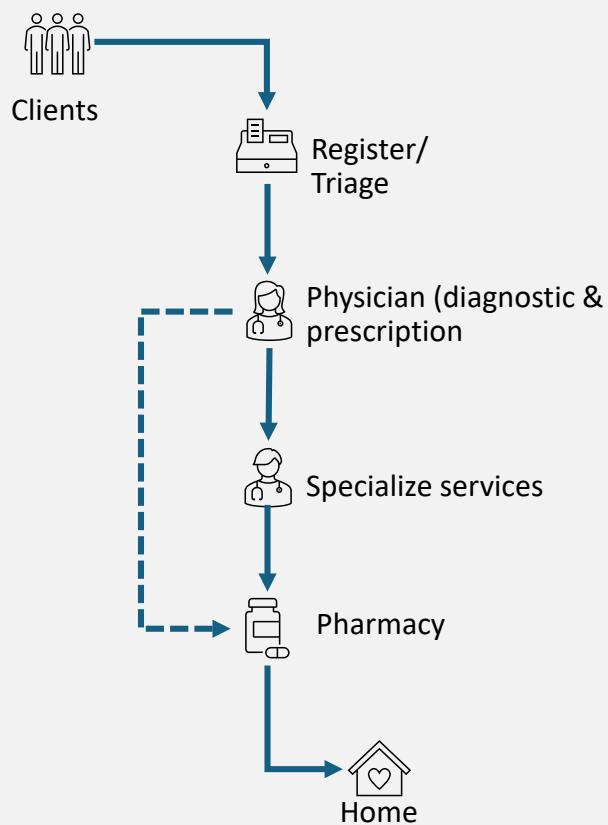
# កត្តាទាតា ដែលនាំអោយសេវា PrEP ជោគជ័យ នៅ TKHC



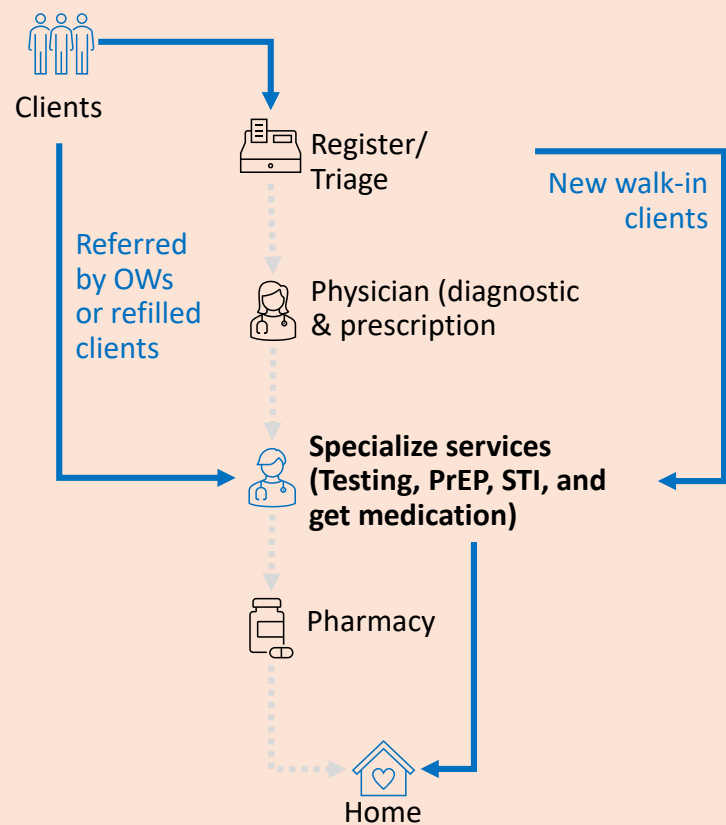


# 1. កន្លែងផ្តល់សេវា

## GENERAL CLIENT'S FLOW



## SIMPLIFIED CLIENT'S FLOW



## Key factors

- Streamlined patient flow
- Flexible patient management, and registration system
- Confidentiality and Privacy Focus
- Convenient appointment scheduling and prompt service appointment
- Branding of TKHC as a "Health Center"

*"I prefer accessing services at TKHC because no one identifies me as part of a key population or knows that I am receiving PrEP care."*

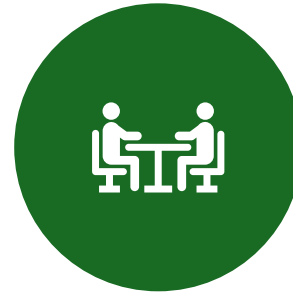
— MSM client at TKHC.



## 2. ការសម្របសម្រួល



Established strong coordination and collaboration with key stakeholders, including the national program NCHADS, the Municipal Health Department, the National AIDS Authority (NAA), UNAIDS, the EpiC project, and the US-CDC.



Collaborate well with other health facilities through routine Group of Champion (GOC) meetings.



Successfully refer clients to appropriate services when their needs exceed the health center's capacity (minimum package of services).

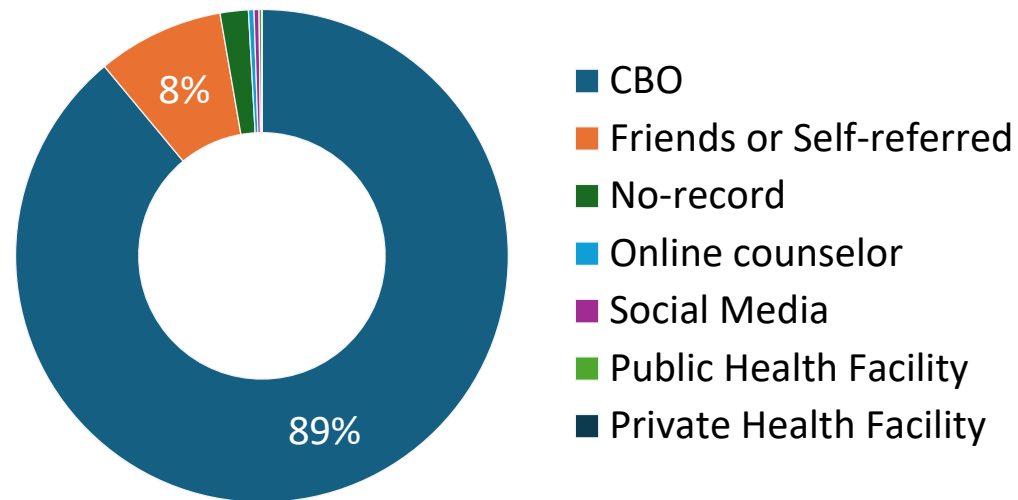


The support and motivation from NAA, NCHADS, and other key stakeholders, including opportunities to participate and deliver a presentation of the TKHC achievement in national and regional meetings and receive recognition, significantly enhance TKHC's commitment.



### 3. ការសហការល្អជាមួយCBO

Where clients refer from (n=5,245)

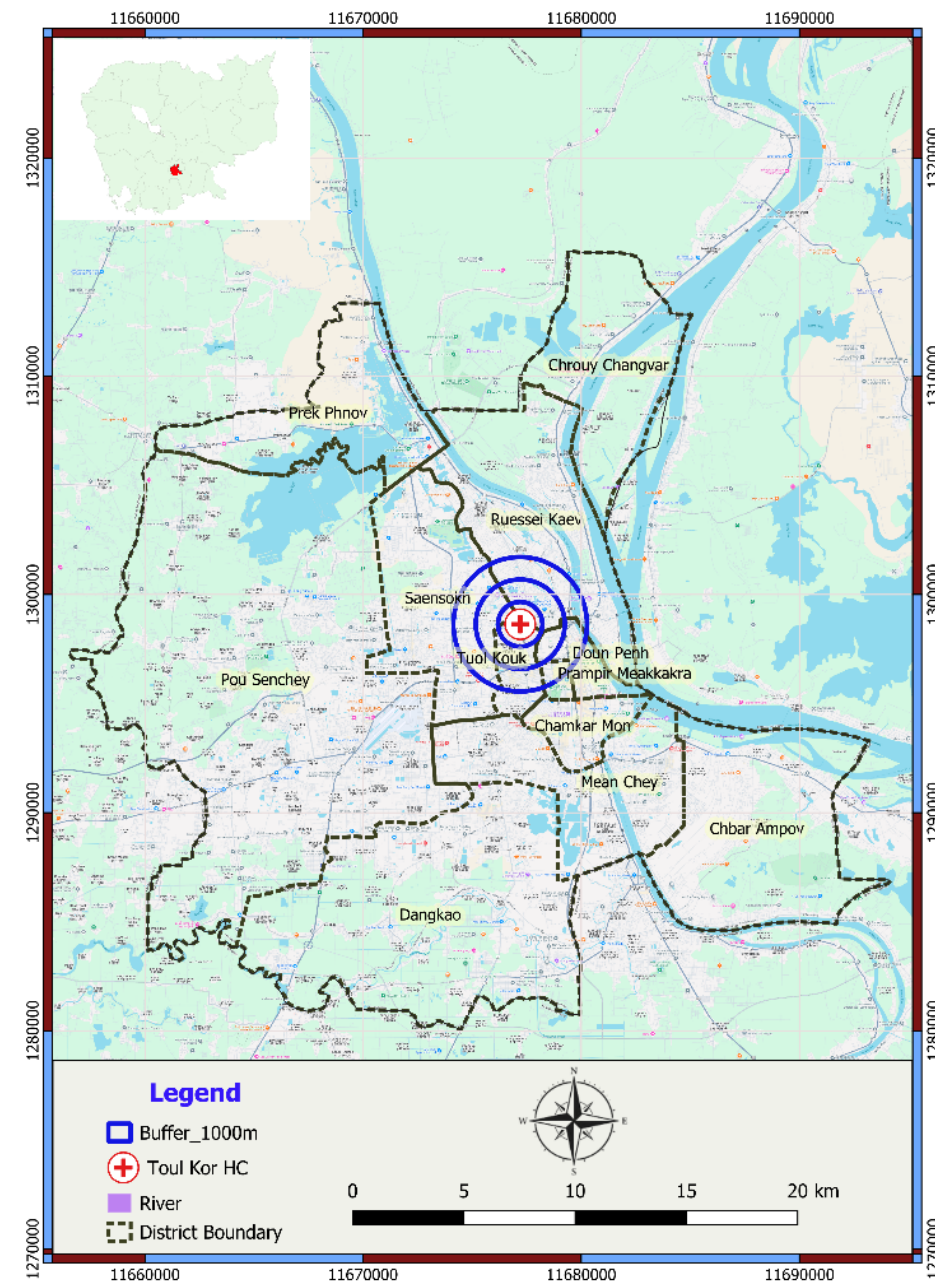
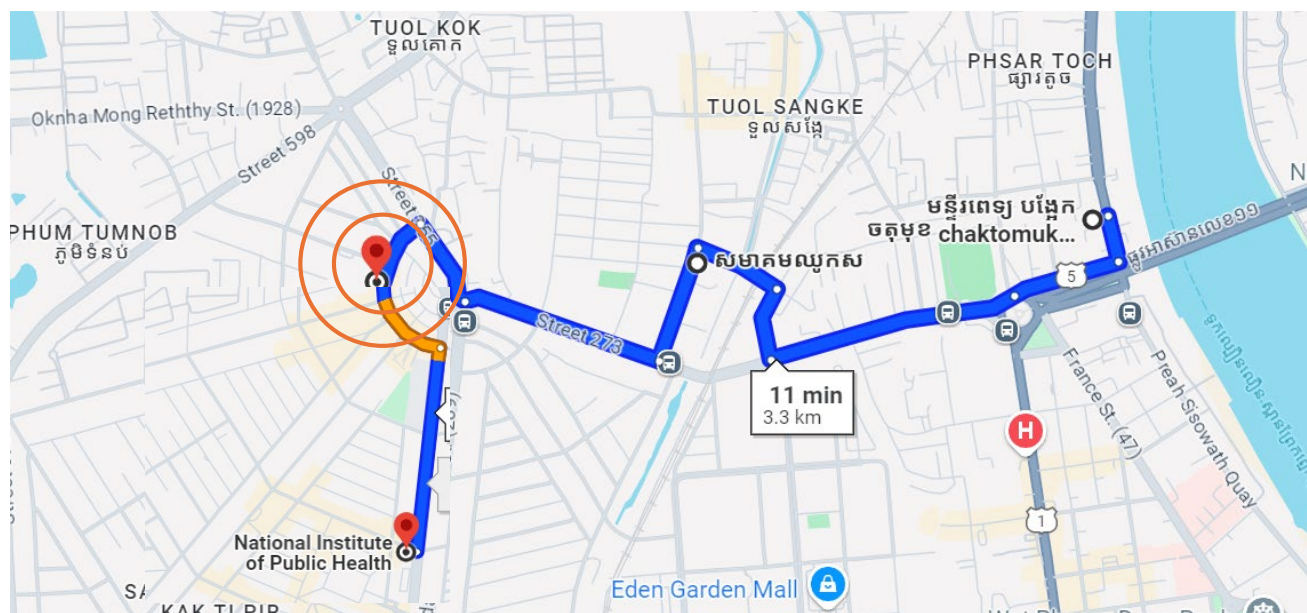


- TKHC has a strong collaboration and relationship with CBOs, particularly with outreach workers (OWs) and field staff (FS) of MHC and CWPD that provides HIV prevention and testing services at the community with KPs in Phnom Penh. OWs who participated in the interview mentioned that **Mr. Setha, who manages PrEP services at TKHC, is very kind and approachable, allowing them to reach out to him whenever needed.**
- Effective collaboration between TKHC and CBOs has led MHC outreach workers (OWs) to dedicate their time to assisting TKHC providers in delivering PrEP services to clients.



## 4. ទីតាំង

Being strategically located in an accessible area makes it easier for clients, especially those from key populations (KPs), to reach the facility. Many business centers, malls, entertainment establishments, spas, saunas, massages, and hotspots (Boeung Kok area, etc.) are in the Touk Kork area, and it is a geographic location where most KPs live and work. More importantly, TKHC location is close to other referral health facilities that enable them to easily refer client when needed. (<https://maps.app.goo.gl/TFKTSFZJruRp8oTb7>).





## 5. សេវាមានគុណភាព និងរស់រាយរាក់ទាក់

- High-quality and friendly service is essential, and it is achieved through a combination of several factors: skilled providers who are highly knowledgeable in PrEP, HIV, and STI care; strong and effective leadership
- TKHC adopts a business-oriented approach focused on client satisfaction and service quality. Their strategy revolves around the "Put Clients First" principle
- TKHC builds trust and loyalty, encouraging clients to return and engage consistently in their care. , prioritizing clients' needs and well-being above all else.
- The high-quality and friendly services provided at TKHC have generated positive word-of-mouth among clients
- This client-driven marketing approach leverages the power of personal testimonials and community networks.

*"Whenever I access PrEP or STI services at TKHC, even at lunchtime, I've got what I need."*



— MSM and his partner at TKHC.



## 5.1. ភាពជឿគង់

# I LOVE MY JOB

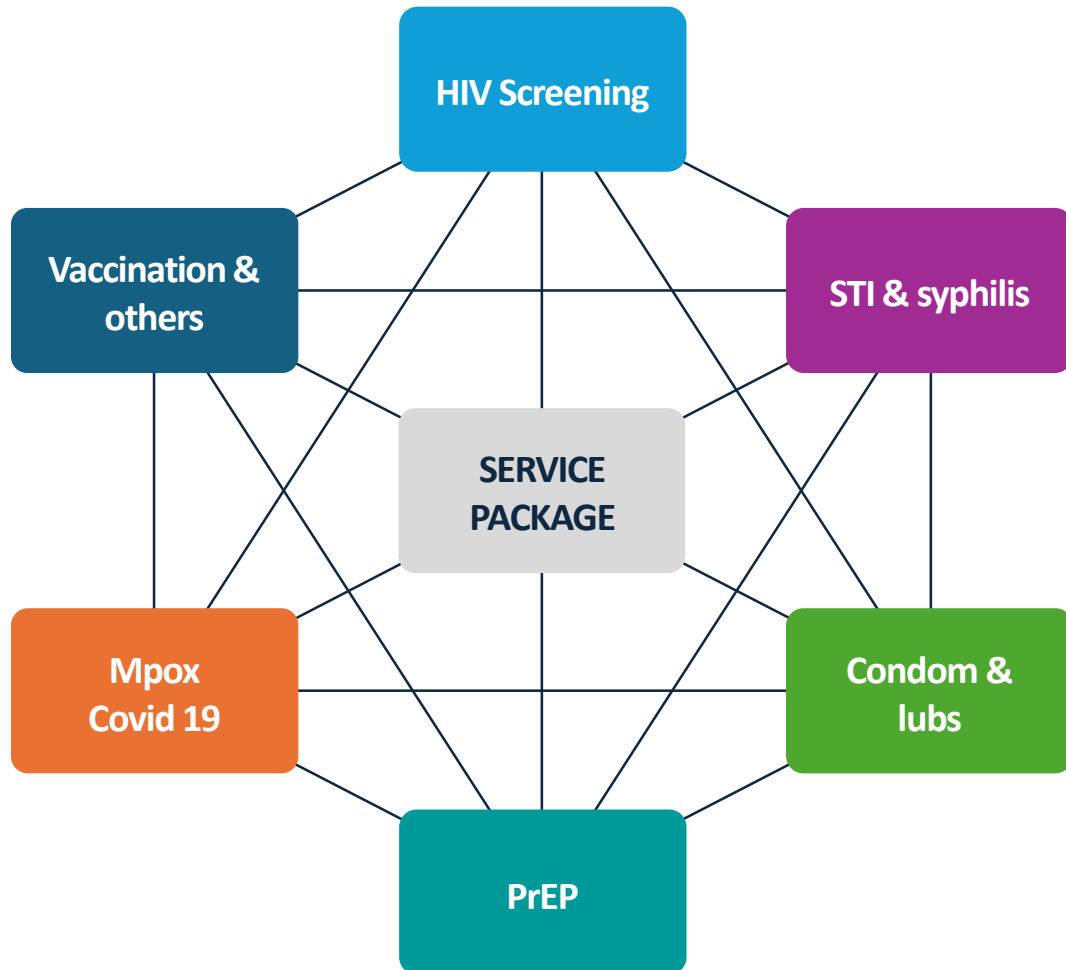
**Mr. Kret Seta**, Deputy Director of Chaktomuk OD,  
Phnom Penh, Cambodia

- Service open from 9 AM to 4 PM, with 24/7 access to online consultation and Q&A
- Strong commitment to excellence, unwavering dedication, and deep compassion for his clients.
- Caring nature, accountability, and proactive approach to learning and improvement
- Ability to inspire and guide his team while maintaining a client-centered focus significantly
- PrEP team weekly meetings focus on data-driven discussions to review the progress





## 5.2. សេវាផ្តល់សេវាការកំពុងផ្សេងៗ



- This comprehensive service package is distinct from what is typically available at CBO PrEP sites, where such a wide array of services may not be offered.
- The ability to address various health needs comprehensively at TKHC is a key factor driving these referrals and contributing to the increasing number of clients accessing services at the health center.



# 5.3. មានជំនាញក្នុងការផ្តល់ប្រឹក្សា និងសកម្មក្នុងចំណាំដ៏ល្អ



Mr. Setha and his team at TKHC excel in applying motivational counseling techniques, which allow them to quickly understand a client’s needs, build trust, and provide comprehensive and personalized information.



After consultations, the clients felt reassured, informed, and blessed by the supportive environment and thorough, empathetic care.



Goes the extra mile by giving clients his direct contact information, allowing them to contact him anytime via phone call or Telegram.



This responsive and client-centered communication approach is a cornerstone of the excellent service provided at TKHC

*“This approach ensures that clients feel heard, supported, and empowered to make informed decisions about their health”*



## 5.4. បុគ្គលិកមានជំនាញ

- The providers at TKHC are well-trained in delivering PrEP services and possess strong competency skills and comprehensive knowledge in various other areas of healthcare. Proficiency in PrEP, the team is skilled in STI and syphilis treatment, HIV care, non-communicable diseases, vaccination, mental health, maternal and child health, Mpox, COVID-19, and general healthcare services
- Mr. Kret Setha, is particularly notable for his passion for continuous learning and professional development and willing to share his knowledge.
- Another crucial aspect of the team's quality is their effective use of technology, particularly in implementing a PrEP database system. This system enables TKHC to manage its data and services efficiently.

**"I trust the quality of service at TKHC, especially Mr. Setha, because just a few days after receiving STI treatment from him, I forgot about my pain."**

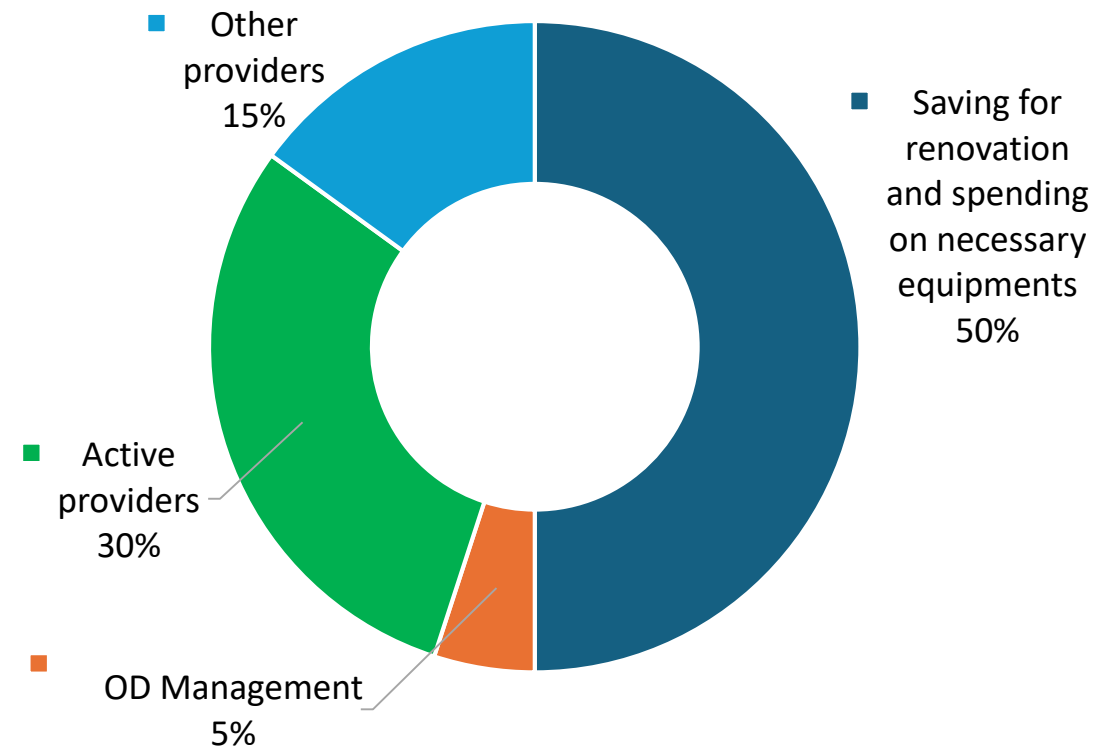




## 5.5. បែងចែកប្រាក់ប្រគល់ជូនបុគ្គលិក

1. **Management of PrEP Incentives:** Unlike other facilities, where incentives might be pooled into the health center's overall user fees, at TKHC, the PrEP team independently manages the incentives generated from PrEP services.
2. **Performance-Based Incentives:** The principle of “those who do more, get more” is applied to ensure that staff members who take on more responsibilities and contribute more effort receive greater rewards.
3. **Flexibility in Incentive Distribution:** After accounting for necessary savings and expenditures for essential equipment, the team can decide how the remaining incentives are distributed following the principle in point 2.

**PrEP Incentive Distribution**  
(A minimum standard implementing by TKHC)



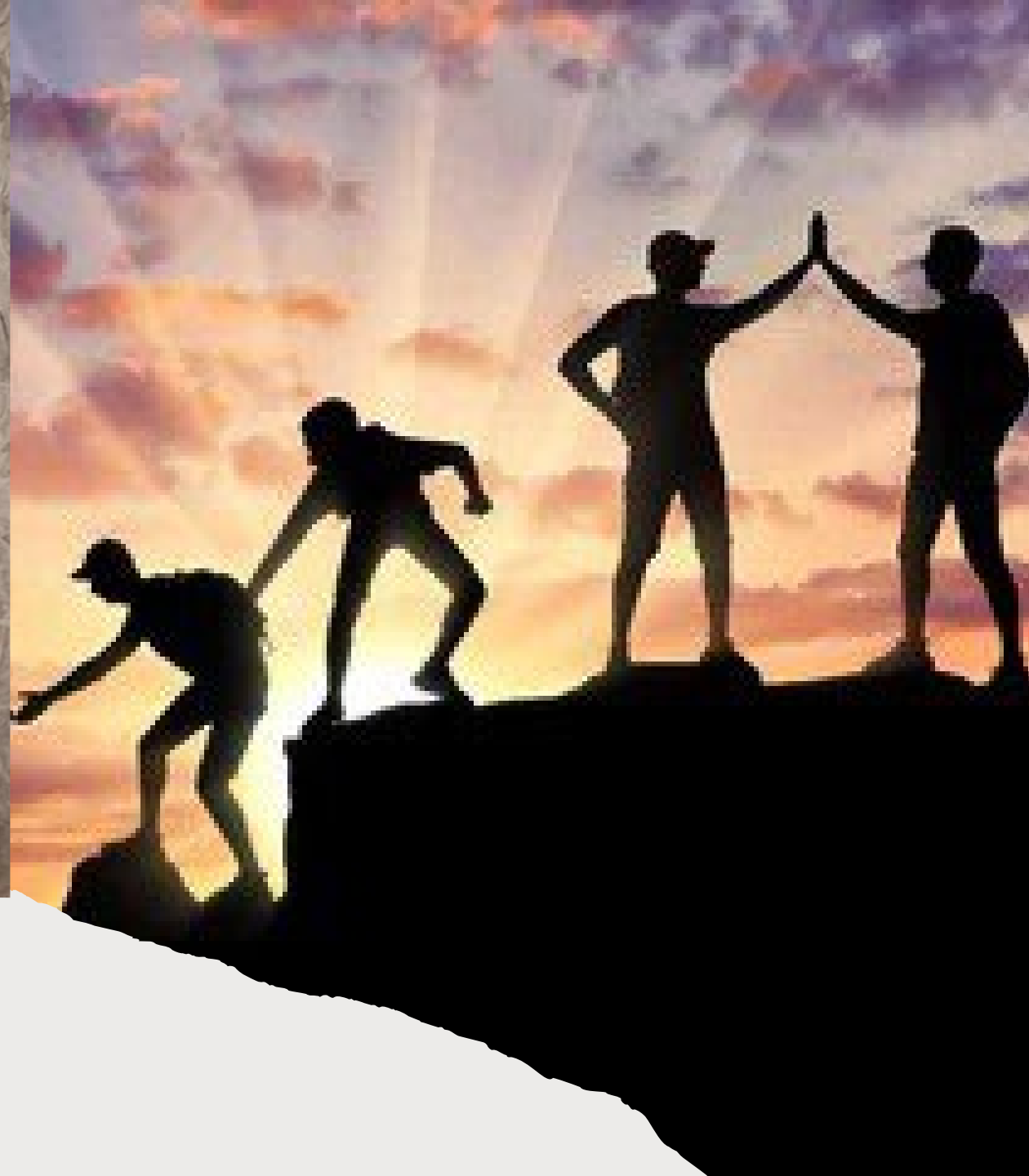


# សេចក្តីសន្និដ្ឋាន

## កត្តាសំខាន់ៗ ដែលជួយអោយការផ្តល់សេវា PrEP ទទួលបានភាពជោគជ័យ

CATEGORY	FACTORS
1. កន្លែងផ្តល់សេវា	Acceptable, client-friendly flow, confidentiality and privacy
2. ការសម្របសម្រួលល្អ	Excellent coordination with NCHADS, stakeholders, and other facilities for successful referral
3. ការសហការល្អជាមួយCBO	Close relationship building with CBOs and OWs leads to an optimized number of clients referred from CBOs
4. ទីតាំង	Central, accessible, feasible
5. សេវាមានគុណភាព និងរាក់ទាក់	Client-centered care and timeliness service delivery.
6. ផ្តល់សេវាពាក់ព័ន្ធផ្សេងៗ	Combination of relevant services that benefit the clients
7. ភាពដឹកនាំល្អ	Staff engagement, motivation, and compassion
8. មានជំនាញក្នុងការផ្តល់ប្រឹក្សា និងសកម្មក្នុងទំនាក់ទំនង	Excellent counseling and responsive communication
9. បុគ្គលិកមានជំនាញ	Subject matter experts willing to learn new skills
10. មានតម្លាភាពក្នុងការចែករំលែកផល	Accountability and benefit sharing





ಸುಖವನ್ನರಸಿರಿ !