



Sunrise Japan Hospital
Phnom Penh

Aiming to be the most reliable hospital in the world



Best Practices Between Public and Private Services on Highly Efficient Transmission System EmONC

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My Background

- School of Medicine 2016
- 2017-2018: Technical assistant in the NeoIIC project of JICA based at NMCHC involved at
 1. NCU of NMCHC and delivery ward
 2. Kampong Cham province
 3. Svay rieng Province
- 2018-Present: Sunrise Japan Hospital, deputy manager of OBGYN from 2023



Content

- I. Case presentation from our experience
- II. SJH Ambulance
- III. Challenges of Transferring SJH-Public
- IV. Challenges that the Cambodian Referral System is Facing
- V. Improvement of Communication and Referral system
- VI. Best Practice Private-Public Suggestion

I. Case presentation from our experience

Case 1: Takeo referral hospital to SJH

25yr primipara 38w2d, the onset of labor with thrombocytopenia

- Dr. recommended to National Hospital
- Family requested transfer to SJH
- If transfer to the private hospital, only allow discharge without any referral
- Solution: ambulance from the private hospital dispatch took around 3.5h

I. Case presentation from our experience

Best point:

1. Early detection of abnormality in pregnancy
2. Clear explain to the patient and family

Challenges:

1. No official communication and referral letter
2. No clear rule of usage for the ambulance flow from public to private

I. Case presentation from our experience

Case 2: SJH to Calmette Hospital

40yr primipara GA 23w2d, pPROM, chorioamnionitis

- Recommend transfer to Calmette Hospital considering the safety of the baby
- It took <(check medical record) 2 hours from the decision to refer to the actual refer
- Used SJH ambulance

I. Case presentation from our experience

Best point:

1. Pre-referral verbal communication (midwife to midwife)
2. Referral letter (+)
3. Accept from Calmette Hospital

Challenge:

1. No doctor-to-doctor communication

II. SJH Ambulance

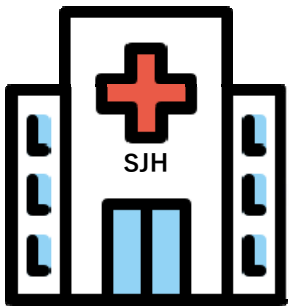
SJH Ambulance overview



- There are 2 ambulances
- An ER doctor and a nurse on board
- Price: \$200/10km

- A vital system with a monitor
- An O2 system
- An Auto-loading stretcher
- A scoop stretcher
- First aid kit
- Mobile ventilator
- An ADC
- Suction unit
- Head immobilizer
- Spine board

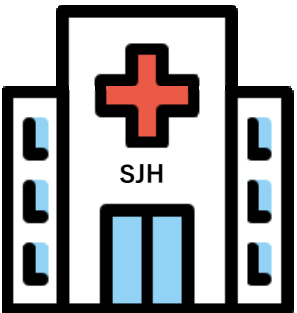
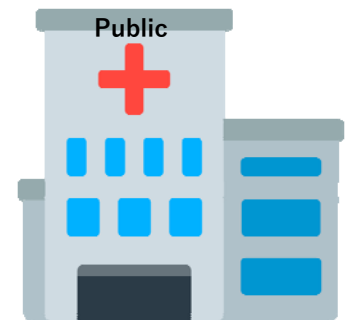
III. Challenges of Transferring SJH-Public



No way of communication: lack of shared information

Unreliable network of personal connection

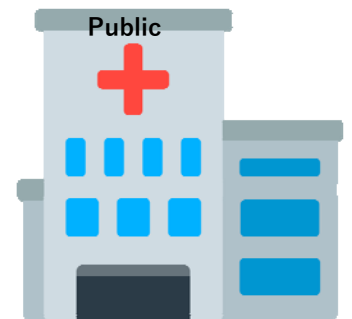
Don't know the internal patient flow in the public hospital



We are not sure about the rule and regulation from public to private hospital

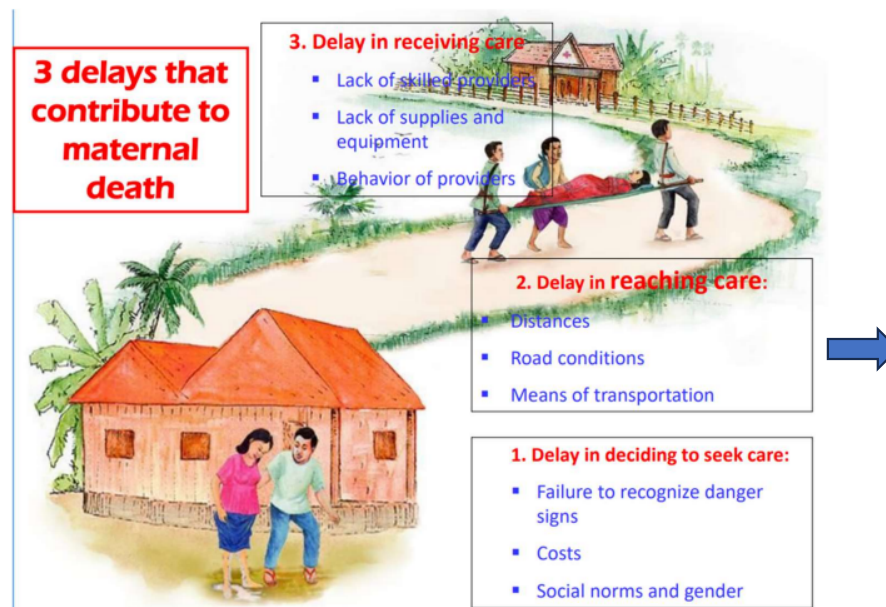
Most of the public hospital do not know what service the private hospital is providing

It is impossible unless there is a personal contact



IV. Challenges that the Cambodian Referral System is Facing

The Three Delays Model



(1) https://nmchc.gov.kh/wp-content/uploads/2024/02/5.-Cambodia_EmONC_Review_2020-21-Feb-24.pdf

IV. Challenges that the Cambodian Referral System is Facing



Inconsistent access to expert consultation and referral coordination



Inadequate communication of data collected and treatment by referrer



Lack of feedback from receiving to referring provider

Acker PC, Matheson LN, Sovanna T, Sophearom D, Strehlow MC. Strengthening the emergency referral system in Cambodia for women and children under five: a description of interventions and impact analysis. *Journal of Global Health Reports*. 2019;3:e2019079. doi:10.29392/joghr.3.e2019079



Research Article

Strengthening the emergency referral system in Cambodia for women and children under five: a description of interventions and impact analysis

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V. Improvement of Communication and Referral System

1. Increase the quality of the peri-referral system
2. Improving referral-related communication
3. Supporting ongoing quality-improvement
4. Streamlining referral logistics

VI. Best Practice Private-Public Suggestion

1. Make easier communication: open hotline effectively
2. Create referral flow between private-public/public-private
3. Provide enough information on referral by the doctor to the doctor
4. We need some space or chance to exchange information between private and public practice practitioner

