USAID ENHANCING QUALITY OF HEALTHCARE ACTIVITY II (USAID-EQHA II)
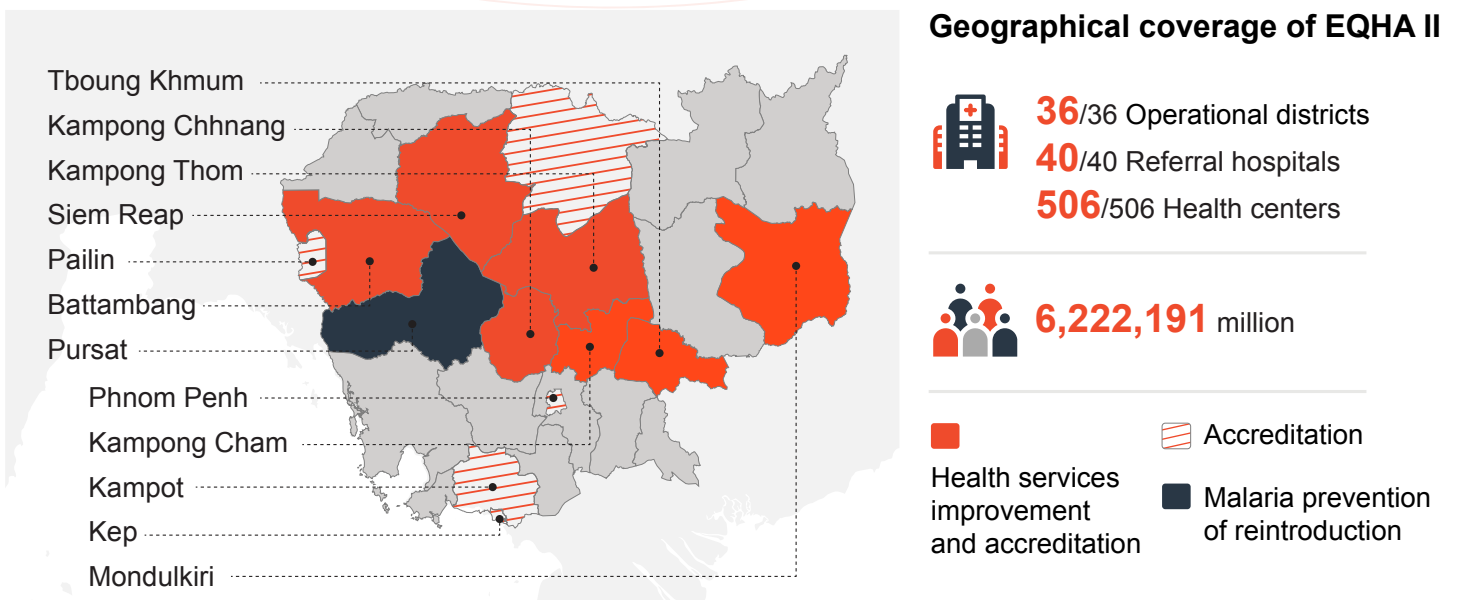
Improving and sustaining service quality by strengthening a harmonized Cambodian high-quality health system that will lead to better health outcomes for all Cambodians

OVERVIEW

The USAID Enhancing Quality of Healthcare Activity II (USAID EQHA II) is a five-year project (October 23, 2023–October 22, 2028) led by FHI 360 in partnership with the Khmer HIV/AIDS Nongovernmental Organization (NGO) Alliance (KHANA) and local partners Kawsang, ThinkWell, and Data Elevates. The project aims to further improve and sustain service quality by strengthening a harmonized Cambodian high-quality health system that will lead to better health outcomes for all Cambodians.

USAID EQHA II aligns with the Ministry of Health's (MOH) Fourth Health Strategic Plan (2023–2033) and USAID's Vision for Health System Strengthening 2030. The project will build on the achievements of the Royal Government of Cambodia and its partners to enhance evidence-based policies, guidelines, and strategies for efficient health systems; improve individual and institutional capacity of both public and private sectors to implement, monitor, and evaluate quality assurance according to the national standards; and improve individual and institutional capacity of subnational health systems to provide quality services to address emerging national program priorities.

PARTNERS AND PROJECT IMPLEMENTATION COVERAGE

Tboung Khmum
Kampong Chhnang
Kampong Thom
Siem Reap
Pailin
Battambang
Pursat
Phnom Penh
Kampong Cham
Kampot
Kep
Mondulkiri

Geographical coverage of EQHA II

36/36 Operational districts
40/40 Referral hospitals
506/506 Health centers

6,222,191 million

■ Health services improvement and accreditation
▨ Accreditation
■ Malaria prevention of reintroduction

WHAT WE DO

Enabling quality improvement (QI)/ quality assurance (QA) environment

Digital health and data-driven learning

Integration and sustainability

Gender equity and social inclusion

Collaboration and coordination with health partners

Locally-led solutions

Regulation and licensing system

Standards-based approaches

Accreditation system

Organizational capacity for QI/QA

Evidence-based policy development

Health system resource optimization

Health services improvement

Ministry of Health, national programs, provincial health departments, operational districts

Health professional councils, health professional associations, accreditation commission

Public health facilities and private health facilities

Better health outcomes for all Cambodians through high-quality health system

MAIN OBJECTIVES

EQHA II builds on the accomplishments of the Royal Government of Cambodia and development partners to achieve three aims:

01 Improved evidence-based policy, guidelines, and strategies for more effective and efficient health systems

02 Improved individual and institutional capacity of the public and private sectors to implement, monitor, and evaluate quality assurance according to the national standards

03 Improved individual and institutional capacity of subnational health systems to provide quality services to address emerging national program priorities

KEY INTERVENTIONS

Accreditation System

- Review and revise the Cambodian Hospital Accreditation Standards (CHAS)

- Train and certify surveyors and accreditation/quality improvement coordinators

- Support the establishment of the Cambodia Healthcare Accreditation Commission (CHAC)

- Enhance skills of health professionals in licensing, certification, accreditation, standards development, and policies and procedures development

- Continue to prepare public and private hospitals to meet the CHAS and achieve accreditation

Organizational Capacity Development for QI/QA

- Build the skills and capacity of technical working groups, national programs, and health professional associations to oversee and support QI/QA

- Support provincial health department (PHD) and operational district (OD) to understand current performance and identify improvement opportunities at each level through multiple rapid assessments at the facility level

- Support PHD/OD QI teams to apply the QI technical assistance approach to plan, manage, oversee, facilitate, monitor, evaluate, document, and sustain QI activities in public and private health facilities

- Foster collaboration between health professional associations and PHD/OD in support to private health facilities in NQEM II/CHAS self-assessment and QI plan development and implementation

Regulation and Licensing System

- Build the capacity of government and private health associations to govern and implement minimum licensing standards at private health care facilities

- Support the MOH to upgrade private health care facilities' registration management systems

- Update and assist MOH to enforce the health professional registration, licensing/relicensing, and continuing professional development systems

- Support health professional councils and health professional associations to update their strategic plans and implement scopes and standards of practice

- Improve knowledge, skills, attitudes, and practices of health professionals, including pharmacists and pharmacy workers

Evidence-based Policy Development

- Support MOH to analyze QI/QA-related issues; use research and analysis findings to inform policy development, revision, and implementation; and monitor and evaluate the impact of policy changes on QI/QA outcomes and processes

- Assist relevant national programs to review and revise policies, guidelines, and strategies based on latest global and regional evidence and best practices and approaches

- Support MOH's Quality Improvement Working Group to review policies and strategies to integrate national programs' priorities in the QI/QA mechanism

- Assist relevant MOH technical working groups and steering committees to develop, review, and revise clinical practice guidelines, policies, and strategies

- Support MOH to implement digital health strategies

Health Services Improvement

- Enhance PHD/OD QI teams and health facility staff skills to plan and implement QI projects that promote cross-learning between facilities and public and private sectors

- Collaborate with and incentivize pharmacists and pharmacy workers to screen and refer patients for specific diseases and health issues, and provide technical assistance to relevant MOH departments to enhance referral system

- Improve patient outcomes for maternal and child health, TB, HIV, malaria, and global health security through reliable and high-quality service delivery processes and systems

- Support health care facilities to use technology to collect patient feedback and improve service responsiveness

- Build capacity and skills of PHD/OD and private health facilities in data utilization and analysis for QI/QA

Health System Resource Optimization

- Support institutions (e.g., health professional associations, private health associations, CHAC) in improving mobilization of resources for health, allocating resources, and increasing the sustainability of QI interventions

- Use quality-related information within the health system to inform strategic purchasing approaches that contribute towards quality of care

- Support health professional councils, private health associations, and CHAC to develop and implement business plans and systems to build sustainability and financial resilience

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CROSS-CUTTING THEMES

- **Sustainability:** USAID EQHA II will follow realistic sustainability plans and implementable ideas that are embedded in existing Royal Government of Cambodia departments and systems to increase domestic ownership and extend interventions beyond the life of the project.

- **Private Sector Engagement:** The project will continue the EQHA QI interventions and implement new innovations to develop and support the application of quality standards in private health facilities, strengthen the regulatory and continuing professional development systems for private practitioners, improve service delivery in private health facilities, and establish lasting coordination platforms.

- **Gender and Inclusive Development:** The project will create a comprehensive gender integration strategy and gender action plan that builds on EQHA progress; supports the MOH Gender Mainstreaming Action Group; strengthens public/private provider capacity to deliver high quality gender-based violence response services; and coordinates with and collaborates across sectors. The project will also ensure and guide the focus on diversity, equity, and social inclusion and implement innovative approaches to increase access to family planning services for vulnerable, hard-to-reach populations.

- **Localization:** The project will work with and within Cambodian structures to enhance vertical and horizontal linkages, promote local solutions, and catalyze transformation in processes, relationships, and health systems. The project will collaborate with new national actors through six national NGO implementing grantees identified post-award and strengthen national leadership capacity and accountability of the critical stakeholders.

- **Digital Health:** The project will identify and support implementation of a range of digital technologies for streamlining and improving QI activities, such as alternative digital private sector reporting solutions, a digital referral application, digital family planning coaching and assessment tools, a digital data and reporting system to facilitate private sector reporting into the health management information system, and digital gender-based violence service directories.

In collaboration with

DATA ELEVATES

THINK WELL

KAWSANG

KHANA
UNITED FOR A STRONGER COMMUNITY

HACC | Network of NGOs on Health
Health Action Coordinating Committee

SwipeRx

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