

## File Form 740

### Training on Primary Ear Health Care for Health Workers in Ratanakiri Province, Cambodia Final Report for the Eagle Foundation – December 2025

**Donor name:** Fondation Eagle

**Fondation Eagle reference:** FF 740

**Name of Charity:** IMPACT UK

**Introduction:** Ratanakiri Province – one of Cambodia’s poorest and least-served areas is home to predominantly ethnic minority communities who experience profound challenges in accessing healthcare. Since 2020, IMPACT Cambodia has been delivering ENT services in the region and has uncovered a substantial burden of ear disease and hearing loss, much of which could be prevented or effectively treated.

Thanks to a grant from Fondation Eagle, in 2025 IMPACT Cambodia trained 35 local nurses and healthcare workers in basic ENT practices and equipped them with otoscopes. These newly skilled practitioners can now conduct ear examinations, provide immediate treatment, and refer more complex conditions to IMPACT Cambodia’s specialist team. As a result, ENT services are steadily strengthening across the Province, helping to reduce preventable hearing loss and improve health outcomes for many more people.

**Date of grant accepted:** 29/11/2024 (funds received by IMPACT UK 10/12/2024)

**Amount:** GBP 6,879

**Conversion rate, date & amount in local currency:** USD 8,805  
Exchange rate based on 1 GBP = 1.28 USD (10/10/2024)

**Expenditure:** GBP 6,879

**Amount remaining:** nil



*ENT conditions are widespread in Ratanakiri Province, where many people are in need of care but few health workers have the training to provide it. Professor Srey Vanthan (pictured bottom and a member of the IMPACT Cambodia team), holds regular screening and treatment clinics in schools and health centres. He is accompanied by IMPACT Cambodia’s ENT fieldworkers and supervises volunteer students from Phnom Penh.*

**Name and exact location of the project:** Borkeo District, Ratanakiri Province, Cambodia

**Period of Project:** 10<sup>th</sup> December 2024 – 9<sup>th</sup> December 2025

**Project beneficiaries:** A total of 35 local nurses and healthcare workers have directly benefited from the Primary Ear Health Care training conducted in the spring of 2025. These trained personnel are now working across the entire Province, and thus 238,975 residents of Ratanakiri are benefiting from now having access to improved ENT care within their local health facilities.

**Details of the project:**

As described in our interim report, Ratanakiri Province in northeast Cambodia – bordering Laos and Vietnam – is one of the country’s most remote and least developed regions. With a population representing just 1% of Cambodia’s total population, the Province faces deep and persistent poverty, limited infrastructure and significant social exclusion. Literacy rates are lower than the national average, presenting a barrier to economic opportunity. The majority of the population belongs to indigenous ethnic minority groups collectively known as the Khmer Loeu, who are nationally underrepresented and often isolated. Around 75% rely on subsistence farming or forest foraging to earn a living, and it is estimated that just 10% of indigenous residents speak fluent Khmer – the national language – further limiting their access to mainstream services and information.

At the time of writing our File Form proposal, Ratanakiri had no ENT specialists, leaving the entire Province without even the most basic ear, nose and throat services. This situation began to improve in late 2024 with the appointment of an ENT doctor at the Provincial Hospital, followed by a request from the Provincial Health Director for help in equipping the new ENT services at the hospital. At this point, IMPACT Cambodia also recommended strengthening care at community level by training local healthcare workers in basic ENT assessment and treatment, ensuring that support would reach people far beyond the reaches of the main hospital.

In our interim report, we reported on the training, which took place in April 2025. It took place at the Ratanakiri Provincial Health Department and was delivered by Prof. Dr. Srey Vanthan, IMPACT Cambodia’s long-standing ENT doctor. A total of 36 participants attended, representing one staff member from each health centre and hospital in the province. IMPACT Cambodia reported that participants engaged with

enthusiasm and attentiveness, as the content introduced a completely new and much-needed skill set to support their work in community-level healthcare.



*35 nurses and healthworkers from across Ratanakiri Province were trained*

As a result of the training, local health workers across the Province are now able to diagnose and treat common ear conditions, provide early interventions, and refer more complex cases to specialist facilities. Importantly, patients can now access higher-quality care in their own ethnic languages and avoid long, costly journeys to Phnom Penh for simple procedures – such as routine post-surgical dressing changes – that can now be delivered safely closer to home. This fact alone has the potential to have a significant impact on surgical outcomes.



Photographs from the training, which included both theory and practical sessions.

At the end of the training, IMPACT Cambodia also supplied an otoscope to every health centre and hospital in Ratanakiri Province, helping to close a major equipment gap, as none of these facilities previously had access to this essential diagnostic tool. After the theory-based sessions, trainees took part in a practical, hands-on component designed to reinforce learning, check their understanding and give them the opportunity to apply their new skills in a clinical environment.

During the training, it became clear that none of the participants had received prior instruction in ear health. The subject matter was entirely new, and many were unfamiliar even with basic ENT anatomy and terminology. For example, several did not recognise or understand the purpose of the eardrum. When discussing how they normally managed ear-related complaints, some trainees explained that they could offer little beyond basic pain relief due to limited knowledge and a lack of appropriate equipment. In most cases, they had never used an otoscope before, and where one existed, they had not been trained to use it. By the end of the course, all trainees expressed enthusiasm for further training, recognising the value of their new skills and the potential to greatly improve patient care. This represents an important first step toward strengthening primary ear health services across the Province.



*“This was my first time receiving training in ear health care, and it has been a truly valuable opportunity to learn a completely new skill. Previously, when patients came to us with ear problems, we had no medical equipment such as an otoscope. Even in the rare cases where equipment was available, we did not know how to use it. If a patient complained of ear pain or if we observed discharge from the ear, the only thing we could do was provide basic pain relief. After this training, I am now able to identify some common ear conditions more accurately and advise patients on proper ear hygiene. I feel much more confident in providing care.”* **Reth Sophy, healthworker from Ou Chum Health Centre**

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Graduates of the training were presented with certificates and equipment for use at their Health Centre



### **Skills in action:**

Since completing the training, the newly equipped health workers in Ratanakiri have begun putting their skills into meaningful practice, most notably by identifying and preparing patients for IMPACT Cambodia's recent ENT treatment and surgical camp in October 2025.

The camp, delivered jointly by IMPACT Nepal and IMPACT Cambodia, brought Nepal's specialist ENT team to Phnom Penh for five days of surgery and to provide hands-on training to Cambodian surgeons. Thanks to the newly trained health workers in Ratanakiri, seven patients with otitis media (middle ear infection) were identified, referred and transported to Phnom Penh to be assessed by the specialist team.

This marks a significant shift from previous practice, when health workers could offer little more than basic pain relief and had no tools to assess ear conditions properly. Now, with improved knowledge, equipment and a direct communication link to ENT specialists based at Chey Chumneas and Preah Ang Duong hospitals in Phnom Penh, they can confidently screen patients, identify serious conditions early and ensure timely referrals. Their involvement continues after surgery as well, supporting patients' recovery once they return home.

Professor Srey Vantham has also established a thriving group chat for the trainees to have peer support and ongoing mentoring.



*ENT professors from IMPACT Nepal (Prof. Dr Pabina and Prof. Dr Bimal) during the October 2025 ENT surgical camp in Phnom Penh*

### **Conclusion:**

We are so grateful to Fondation Eagle for enabling the first dedicated training in primary ear health care for Ratanakiri Province, which has equipped 35 local healthworkers with the practical skills and essential tools needed to deliver basic ENT services in their own communities. Because of your support, people who previously had no access to ear care can now receive help close to home, in settings that are culturally familiar with and in a language they understand. This initiative represents a meaningful step toward reducing the impact of untreated ear disease and safeguarding communities from preventable hearing loss for years to come.

**Expenditure statement:**

Item	Budget GBP	Budget USD	Expenditure GBP	Expenditure USD
Lecturer's fee and subsistence	312	399	312	399
Per diem for 36 trainees (health centre nurses and health care workers)	844	1,080	844	1,080
Transportation for 36 trainees	563	721	563	721
Accommodation for 36 trainees	691	884	691	884
Training materials:		0		0
Otoscopes for 36 trainees	2,391	3,060	2,391	3,060
Documents and certificates for 36 trainees	281	360	281	360
Refreshments/food for 36 trainees / lecturers	250	320	250	320
Travel and accommodation for IC staff	1,219	1,560	1,219	1,560
<b>Sub Total</b>	<b>6,551</b>	<b>8,385</b>	<b>6,551</b>	<b>8,385</b>
Project management @5%	328	420	328	420
<b>Grand Total</b>	<b>6,879</b>	<b>8,805</b>	<b>6,879</b>	<b>8,805</b>

Exchange rate based on 1 GBP = 1.28 USD (10/10/2024)

**Letter of independent verification dated 1<sup>st</sup> October 2025:**



Signed by: Pascale Noel and Sarah Smith (IMPACT UK Co-CEOs) 3<sup>rd</sup> December 2025