



## CASE STUDY

# IMPROVING ACCESS TO DIABETES AND HYPERTENSION CARE THROUGH RESIST-NCD IN KAMPONG CHHNANG PROVINCE, CAMBODIA

Focus: Patient

December 2025

RESist-NCD

## SUMMARY

This case study highlights the experience of Mrs Mat Mom, a 42-year-old factory worker from Kampong Chhnang province, Cambodia, who was unaware of her hypertension and diabetes until she was encouraged by the Village Health Support Group (VHSG) to seek screening. Through RESist-NCD-supported outreach, health education, and improved service availability, she accessed timely diagnosis and treatment, leading to significant improvements in her health and awareness.

## OVERVIEW

Mrs Mat Mom, a 42-year-old Khmer Muslim woman living in Damnak Pring village, Svay Chuk commune, Samakki Meanchey district, Cambodia works as a factory laborer. She regularly consumed sweets and energy drinks, especially when feeling tired. In September 2025, she began experiencing symptoms that included headaches, dizziness, and fatigue but did not realize these were signs of possible hypertension or diabetes. As a garment factory worker, Mrs Mat Mom supports both her young child and elderly mother, making it challenging to take time off work or lose a day's wage. Despite these constraints, she remains committed to attending health services when possible, highlighting the need for flexible scheduling and accessible care options for working caregivers.

A Village Health Support Group (VHSG) orientated under the RESist-NCD program conducted regular household visits for health promotion activities advised Mrs Mat Mom to go to the health center for screening. At the health center, health center staff confirmed she had high blood pressure and elevated blood sugar levels. She received counseling on reducing sugary and salty foods and avoiding energy drinks, followed by medication and follow-up visits.

Before this experience, she believed health centers only provided maternal health and delivery services. She was unaware that screening and treatment for non-communicable diseases (NCDs) were available and free under her National Social Security Fund coverage.



## WHAT HAS CHANGED?

### **Increased Awareness and Early Health-Seeking Behavior**

Through VHSG outreach and clear explanation about National Social Security Fund benefits, Mrs Mom gained awareness about NCD risks and service availability. This motivated her to seek screening and treatment, despite the 7km distance to the health center.

### **Shift in Health Behavior and Lifestyle Choices**

After counseling from health center staff, Mrs Mom stopped consuming daily sweets and energy drinks and reduced her intake of salty foods. She now follows medical advice and attends her scheduled follow-up visits.

### **Improved Health Status**

With continued treatment, she reports feeling healthier, with reduced headaches, better energy levels, and the ability to work without experiencing extreme fatigue or breathlessness.

### **Increased Trust in Public Health Services**

Once believing the health center only provided maternal care, she now recognizes the availability of NCD services and reliable treatment. This increased trust has encouraged her and others in the community to seek timely care.

**“If we go for screening early, we can prevent the disease from becoming serious. I realized it late, but I hope others won’t wait like me.”**

Mrs Mat Mom

## HOW HAS THE PROGRAM CONTRIBUTED TO THE CHANGE?

### **VHSG Outreach and Health Education**

RESist-NCD strengthened VHSG capacity to deliver effective community education on NCD risks, symptoms, and available services. Their proactive outreach enabled early identification of symptomatic individuals like Mrs Mom.

### **Improved Connectivity Between Community and Health Center**

VHSG members provided clear guidance, follow-up reminders, and encouragement, making it easier for patients to access services and understand the importance of regular screening.

### **Information on Financial Protection (National Social Security Fund)**

By explaining that screening and treatment were free for National Social Security Fund members, VHSG helped remove financial barriers that may have prevented Mrs Mom from seeking care earlier. Through the National Social Security Fund, she can save 15,000 Cambodian Riel, equivalent to USD3.75 per month.

### **Enhanced Health Center Readiness**

With improved capacity for diabetes and hypertension screening, counseling, and medication availability, health center staff were able to provide timely diagnosis and continuous treatment that directly contributed to her recovery.



Picture of Mrs. Mat Mom

## CONCLUSION

Mrs Mat Mom's experience demonstrates how strengthened VHSG engagement, improved community awareness, and accessible health services can lead to earlier diagnosis and better management of chronic conditions. Her case reflects the impact of RESist-NCD's efforts to bring NCD services closer to the community and to ensure that individuals understand the importance of early screening.



### RESIST-NCD CAMBODIA PARTNERS

Clinton Health Access Initiative (CHAI)

Ministry of Interior, Cambodia

Svay Chuk Commune Council, Kampong Chhnang province, Cambodia

RESist-NCD is supported by the Australian Government through the Partnerships for a Healthy Region initiative

