



Progress Report to  
Michael Nolan and the Switch on the Sound  
and Lions Used Hearing Equipment Programs  
January 2024

This document serves as a progress report  
to you, Michael and the teams of the Switch on the Sound  
and Lions Used Hearing Equipment Programs

The following pages outline  
the work of All Ears Cambodia in the last one-year period



# Caseload

Collective caseloads: All 5 clinics plus outreach  
Year 2023: 12 months



Year	2019	2020	2021	2022	2023
Consultations	28,069	18,662	12,726	27,459	28,049



# Caseload

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Clinic	Caseload
AEC Phnom Penh	6,334
Calmette Hospital	441
AEC Siem Reap	7,278
AEC Kratie	6,436
AEC Battambang	2,233
Outreach	5,327
<b>Total:</b>	<b>28,049</b>

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## Public Health Education

Total: 13,394

## Clinic Caseload

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# Milestones



This new project involves cooperation between 3 NGOs: AEC, Khmer Sight Foundation and METU. It aims to detect and treat visual, auditory, speech and cognitive disorders in schoolchildren across Phnom Penh and the Mekong lowlands.

Medical intervention may involve primary eye/ear care, prescription glasses for refractive errors, hearing aids for hearing loss or therapy for children with speech or social-communication disorders. Fundraising has just begun and we are targeting the US charity sector specifically. We aim to launch the project in 2024.



See Hear Say | Think!

Multisensory screening  
of schoolchildren





## Newborn hearing screening programme

This year, we launched the first comprehensive neonatal hearing screening programme in the history of Cambodia. AEC works in partnership with the neonatology department of Sonja Kill Memorial Hospital, a non-profit hospital in Kampot.

The pilot project aims to meet the globally recognized 1-3-6 target: to screen by 1 month of age, diagnose by 3 months and fit hearing aids by 6 months of age. In 2023, 974 babies screened were screened by SKMH/AEC with one baby found to have severe sensori-neural hearing loss and hearing aids fitted.





### Project Echo



This project is a 3-year programme developing paediatric services across three regions: Phnom Penh, Siem Reap and Kratie. The aim is to improve children's hearing aid fitting protocols, communication therapy services and to refine hearing aid benefit evaluation.

The team has provided public health education to over 24,000 children since the project began. All have been screened for ear disease. There have been 1,371 audiological assessments and 185 hearing aids fitted.

The 60s Up Project is about helping older Khmers with hearing loss. It provides community hearing aid services in Phnom Penh, establishes self-help groups and local domiciliary services for the house-bound. It's innovative as it's achieved by working with the monks of local wats (or Buddhist temples). The wats are community focal points for many older people as there are no other communal centres for the elderly in Cambodia.

60s Up!



The ageing process is the commonest cause of inner ear damage in adults. Most people over sixty are affected. We create awareness of age-related hearing loss for older people and we offer hearing aids for those in need of them.



We also run a similar service for the cyclo drivers of Phnom Penh.

The cyclo drivers work long hours and earn very little and many use their vehicles as beds to save money. They're amongst the poorest of the urban poor in Cambodia. Again, we help create awareness of ear health and we offer services for those in need.

60s Up and beyond...





Staff changes



We lost one doctor and two senior primary ear care clinicians to the private sector during the year.

There were fresh beginnings, however, for 3 new medical doctors (2 are ENT specialists) and 2 junior primary ear care clinicians who all began work at AEC in 2023.

We are reviewing ways to improve employee benefits and safeguard retention of staff.





Phnom Penh  
Balance Clinic

AEC Phnom Penh now runs a specialist dizziness clinic which is open to all. In 2013, we improved physiological diagnostics by introducing video-nystagmography testing as well as effective rehabilitation measures to counter the stressful and disabling effects of vestibular disease.

Vertigo and balance-related conditions are among the most common health problems in adults. Examples of commonly-presenting diseases causing vertigo include labyrinthitis, benign paroxysmal positional vertigo, vestibular neuritis, Manière's disease and persistent postural perceptive dizziness.

## Specialist therapy services



AEC's paediatric hearing rehabilitation programme is now supported with a speech and language advisory service, auditory verbal therapy and family counselling.

All families of children newly diagnosed with hearing loss receive help through these services.

Music therapy is also used to help improve cognitive and language development, psychological well-being and the development of speech and auditory skills.



# Milestones





Accessory auricle . Acoustic neuroma . Acoustic trauma . Active mucosal chronic otitis media . Active squamous epithelial chronic otitis media . Acute circumscribed otitis externa . Acute diffuse otitis externa . Acute mastoiditis . Acute otitis media . Aminoglycoside-induced SNHL . Anacusis by head trauma . Auditory processing disorder (suspected) . Aural polyp 2<sup>o</sup> to chronic middle ear disease . Auricular eczema . Auto-immune mediated SNHL . Autosomal recessive inherited SNHL . Bell's palsy . Benign paroxysmal positional vertigo . Bullous myringitis . Chronic otitis externa . Congenital accessory auricle . Congenital conductive loss in achondroplasia . Congenital meatal atresia . Darwin's tubercle . Epidermal cyst of external canal . Eustachian tube dysfunction . Excessive wax . Exostoses . External canal stenosis . Foreign body of ear canal . Furunculosis . Glue ear . Granular myringitis . Hyperacusis . Hypotrophic eardrum . Idiopathic acquired SNHL . Idiopathic mixed hearing loss . Idiopathic prelingual SNHL . Idiopathic sudden sensorineural hearing loss . Impacted cerumen . Inactive mucosal chronic otitis media . Labyrinthitis . Lateral canal BPPV . Malignant otitis externa - Ménière's disease - Microtia (Types 2, 3 and 4) . Middle ear atelectasis . Middle ear cholesteatoma . Myringosclerosis . Noise induced hearing loss . Otic barotrauma . Otitis media with effusion . Otomycosis . Otosclerosis . Ototoxicity . Palatal myoclonus . Persistent postural perceptual dizziness . Pre-auricular sinus (inactive) . Prelingual SNHL . Presbycusis . Protruding ears . Referred otalgia (suspected/unspecified) . Referred otalgia 2<sup>o</sup> to dental disease . Referred otalgia 2<sup>o</sup> to TMJ dysfunction . Retraction pocket . Sensorineural hearing loss (SNHL) 2<sup>o</sup> to measles . Serous otitis media . SNHL 2<sup>o</sup> to meningitis . SNHL 2<sup>o</sup> vascular insufficiency . Sub-total perforation (dry) . Suspected ossicular discontinuity . Suspected perilymph fistula . Tinnitus . Traumatic perforation . Tympanosclerosis . Unilateral SNHL 2<sup>o</sup> physical trauma . Unilateral SNHL 2<sup>o</sup> mumps . Vestibular schwannoma . Viral labyrinthitis .





## Partners and referrals

**Phnom Penh** – 155 Paediatrics Clinic - Action of Disability Development - Advance European Medicare Centre - Agape International Mission - Association for Aid and Relief, Japan - All Kids – Asian Hope School - Aziza's Place – ASPECA - CABDICO - Cambodian Youth with Disabilities and Development - Calmette Hospital - Cambodia Health Committee (MDR-TB patients) - Cambodian Children's Trust New Zealand - Cambodian Agency Development of Disability and Poor - Cambodian Elderly Support Organization - Caritas Child and Adolescent Mental Health – Chenda Clinic - Catholic Relief Services - Children's Surgical Centre - Cyclo Association of Phnom Penh - Deaf Development Programme - Disability Development Services Pursat - Don Bosco - Damnok Toek Cambodia - Empowering Youth in Cambodia – Enfants d'Asie Cambodge - Friends of Clefts in Cambodia - Friends International - French Red Cross – Garden of Hope Cambodia - Happy Family Association - Happy Land - House of Family - Happy Tree - Hope Centre - IMPACT Foundation - Indochina Starfish - Intercare Medical Centre - International School of Phnom Penh - Jesuit Services - Kampuchea Sela Handicap Organization - Kdey Takuy Primary School - KUMA Cambodia - Let us Create Cambodia - Little Hearts - Landmine Disability Services - Les Restaurant Des Enfants – Lycée Français Renée Descartes - Marist Solidarity Cambodia - Maryknoll - Mercy Medical Centre Cambodia - Mercy Village Church - Mlop Tapang – Mother Hearts - National Borey Infants and Children - National Paediatric Hospital - New Future for Children - New Smile of Hope Children - Ospedale Pediatrico Bambino Gesù - People Improvement Organization – Plemora School for Girls - Pour un Soiree d'Enfant - Preah Ang Duong Hospital – Rabbit School - Raffles Medical Clinic - Royal Phnom Penh Hospital - Sambok Chab – Sonja Kill Memorial Hospital - Sorn Foundation - Stellar Child Care Organization – Sunrise Cambodia (Australia Cambodia Foundation) - Vision School Cambodia - Voice Cambodia Organization – Wat Opot Children's Community - the Wats of Phnom Penh (Hearing for Older People Programme) – Water of Life - **Kratie** - SOS Children's Village International - Chenla Children's Health Care - Khmer Association for Development of Countryside (KAFDOC) - Kratie Provincial Referral Hospital – Prek Prasab District Hospital - Kantout Health Centre (Chetrborey District) - Sandan Health Centre (Sandan District) - **Battambang** - Sdok Brovoek Health Centre – Khmer NGO for Education (KHEN) - **Siem Reap** - Angkor Hospital for Children - ARM Cambodia Organisation - Bayon Education and Development - Cambodia Rural Student Trust - Catholic Relief Services - Friends International - International Christian Fellowship - Jesuit Services Cambodia (Pairt Yeay Chi - Battambang) - Jesuit Services Cambodia (Siem Reap) - Krousar Thmey School for the Deaf - Kantha Bopha Children's Hospital - Persons With Disabilities Foundation – PSE - Rabbit School - RTI International - Safe Haven – SOS Villages Cambodia - Support of Sustainability of Vocational JHP School - Siem Reap Provincial Referral Hospital - Don Chroam Primary School - Prey Toting Primary School - Pumsvay Primary School - Sieng Nam Sandan Primary School... plus walk-in cases.

# Education and training

## CPD – Overseas volunteers in 2023

John Allen  
Clinical Audiologist,  
England



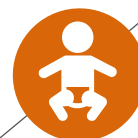
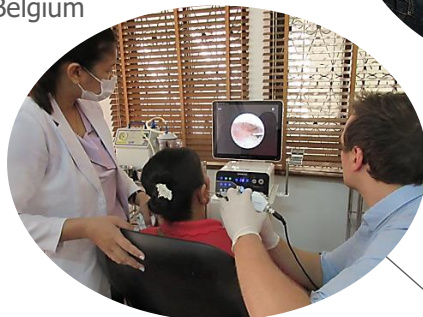
Simon Browning  
Consultant Otorhinolaryngologist,  
Wales



Kuraisha Govendar  
Paediatric Audiologist,  
South Africa



Tillo Mennes  
ENT Senior Registrar,  
Belgium



Wendy Redgen  
Clinical Educator in Audiology  
University of Queensland,  
Australia



All Ears Cambodia



European Association of Global  
Lecturing in ENT (EAGLE)  
Professor Eberhard Biesinger et al.,  
Germany

# AEC helping others

## Community health awareness

Monthly radio shows on ear and hearing health care including live call-in Q&A sessions at FM 99.8 Family Radio

All Ears Cambodia

## OPD and ear surgery instruments

AEC facilitated the donation of US\$30,000 of world-class Storz ear instruments to the ENT Department of Calmette Hospital



## Diagnostic audiology training

Donation of pure tone audiometry and sound treated booth to Calmette Hospital and training of ENT staff



## Surgery and surgical training

Middle ear surgery for AEC patients and training of ENT doctors at Calmette Hospital through AEC's Project Advancing Oto-Audiology



## Public health education

Ear and hearing health education shows given to approximately 14,000 children



## Neonatal hearing services

Donation of newborn screening equipment and training of staff of Sonja Kill Memorial Hospital in Kampot



# Hearing aid donations



AEC continued to receive donations of second-hand and new hearing instruments (and accessories) throughout 2023 through Dr Michael Nolan of the Switch on the Sound/Lions Used Hearing Equipment Programs.

The programs have had a hugely positive impact on hearing aid service delivery in Cambodia.



# Acknowledgements

Thank you to the patients, partners and volunteers of All Ears Cambodia.

And thank you to you...

Michael and the teams of the **Switch on the Sound** and **Lions Used Hearing Equipment** Programs for your wonderful support and kindness in 2023.

With the support of our donors, fellow professionals and friends we are able to continue our services and grow.

**You're our oxygen.**  
And keep our world ticking.

Twenty **years** fixing **ears**!





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