

# OPERATION SMILE



## 5 BILLION PEOPLE IN THE WORLD DO NOT HAVE ACCESS TO SAFE, AFFORDABLE, AND TIMELY SURGICAL CARE.

Every 3 minutes, a child is born with a cleft lip or cleft palate. It is estimated that there more than a half a million cases of unrepaired cleft conditions globally. Surgery is a simple intervention that can greatly improve the lives and long-term productivity of patients and their surrounding communities. Yet 9 out of 10 people in low- and middle-income countries cannot access basic surgical care. The tragic truth is, more people die every year from lack of access to surgical care than from malaria, tuberculosis, and HIV combined.

Operation Smile has provided hundreds of thousands of safe surgeries for those born with cleft lip, cleft palate or other facial deformities. With more than three decades of expertise, Operation Smile creates solutions that deliver free surgery to people where it's needed most. As one of the largest medical volunteer-based nonprofits, Operation Smile has mobilized thousands of medical volunteers from a wide range of medical specialties from more than 80 countries. Operation Smile engages public-private partnerships to advance health care delivery, train local medical professionals to provide surgical care for patients in their communities, donate crucial medical equipment and supplies, and increase access to surgical care so that everyone living with cleft is treated. With proven, scalable models for care, we have the proficiency and adaptability to operate in austere environments around the world and equitably increase access to essential surgical care in the world's most marginalized areas.



## OUR APPROACH

### ① BUILD TRUST

Over the past 35 years, Operation Smile has built deep relationships in the communities in which we work. By developing trust with local stakeholders and listening to patients and their families perspectives, we now have extensive expertise in delivering the highest-quality surgical care in resource-limited environments. Our work and impact is propelled by a network of 6,000 active medical program volunteers from 67 countries, more than 85% of whom hailed from low-and middle-income countries in 2018. The key to ensuring consistency in our efforts has been a steadfast adherence to our Global Standards of Care\*, which codify global best practices and ensures world-class patient safety. These standards have helped us to create enduring change in the delivery of health care at a local level.

### ② DELIVER CARE

An additional 143 million surgical procedures are needed in low- and middle-income countries each year to save lives and prevent disability. Patients with cleft conditions that are awaiting surgical care suffer from debilitating physical and psychological effects that inhibit their ability to fully integrate into society. Operation Smile has implemented a strategic approach to provide relief to the overwhelming global backlog of patients suffering from cleft conditions. Active in nearly 30 countries worldwide, our medical and dental missions enable us to deliver care to those who need it most. In addition, we maintain and operate 30 year-round care locations in 20 countries in order to provide multidisciplinary care services, such as speech therapy and psychosocial care that support the full rehabilitation of patients.

### ③ DEVELOP SOLUTIONS

Many low-and middle-income countries have vast populations, but fragile health resources that are incapable of meeting the overwhelming need for essential health care. Our ultimate goal is to help countries develop long-term self-sufficiency to meet those needs. Operation Smile has identified countries and regions for which the organization is wholly committed to increasing human resources for health, executing strategic education and training programs, and expanding surgical services. Through enhanced trainings and strategic partnerships, we seek to empower local medical systems to provide critical care to those in need.

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