Healthcare Organization Commitment

Contact Details

Name
Erin Stieber

Phone
(757) 373-2094

Email
estieber@smiletrain.org

Position
Vice President, Strategic Partnerships

Organization Name
Smile Train

Organization Address
41 Madison Avenue
28th Floor
New York, NY 10010
US

Commitment Details

Commitment Name
Safer cleft surgery in the developing world through hospital partnerships and empowerment

What Patient Safety Challenge does your Commitment address?
Safer Cleft Surgery

How Many Hospitals Will This Commitment Represent
3
**Commitment Summary**
Access to safe surgery is an essential component of effective cleft care for children suffering from cleft lip and palate congenital anomalies in the developing world. However, there are gaps in access to safe surgical and anesthesia care in many low and middle income countries, due to the lack of trained professionals, hospital infrastructure and systems required to support safe surgery. Smile Train works with local hospitals and medical professionals to address these gaps and ensure children can access safe, high-quality cleft care year round. Our Masimo Patient Safety Commitment is focused on our work to support systems and provide policies, protocols and training that educate and empower local hospitals and medical professionals to help them perform safe, high-quality surgeries. Every patient who receives surgery through the Smile Train model is treated under our Safety and Quality protocols that address essential elements of perioperative care including medical recordkeeping, patient evaluation and surgical preparation, qualification of medical professionals, equipment requirements, anesthesia administration and maintenance, post-operative evaluation, and proper patient discharge. Smile Train also offers targeted training opportunities and resources to ensure medical professionals can provide safe, high quality treatment.

**Commitment Description & Detail**
Through this Commitment Smile Train will work with 13 developing world hospital facilities to support safe surgery through the adoption of essential policies and protocols for cleft treatment. Smile Train’s safety and quality protocols will be implemented for each cleft patient that is treated at these hospitals. We expect that 1,500 surgeries will be provided to children with cleft lip and palate at these facilities during the Commitment.

**Action Plan**
Smile Train will be re-signing partnership agreements with 3 hospitals that have been successfully implementing the Smile Train safety and quality protocols in their hospitals for several years. Additionally, over the course of 2016, Smile Train will be engaging with 10 new partner hospitals from around the world, educating them on our safety and quality guidelines and supporting them in their adoption of safe surgery for children with cleft. All patients impacted through this partnership will have their life-changing surgery carefully tracked through Smile Train’s innovative online patient medical records database, Smile Train Express, which has been used in more than countries around the world. Additionally, Smile Train will distribute targeted surveys to our Hospital Partners in this Commitment to gather more comprehensive data on how our safety and quality protocols have impacted the safety of the patients being treated as part of this Commitment.

**Commitment Timeline**
Smile Train’s work to support safe surgery at our partner facilities around the world is ongoing. Our Commitment to the Patient Safety Movement will include safe surgery at the three centers that have been ongoing partners and education and implementation of Smile Train’s policies and protocols for safe surgery at a minimum of 10 new hospital partners in
2016. This Commitment will conclude by Dec 31, 2017.