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Assessment of services rendered by a non-governmental organization on the management of cleft lip and palate in South Africa

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Abstract

Objectives: To assess the services of a single NGO, Smile Foundation (SF), operating in South Africa in managing OFC.

Methodology: A case study to obtain the organisation's background and care management approach was obtained through a structured interview with the Smile Foundation Chief Executive Officer and Operations Executive Director. Furthermore, an audit of the clinical records of OFC cases facilitated by Smile Foundation over a period of five years (2015-2019) was conducted.

Results: Smile Foundation facilitated OFC services in six provinces in 11 centres from 2015-2019. Support provided included staff renumeration costs for psychological, surgical, theatre staff and other relevant specialist health care professionals, patient transport and accommodation, outreach programmes, medical staff training, and purchase of medical equipment. Records for 515 patients undergoing a total of 564 surgical procedures were analysed. The majority of procedures were performed in the Western Cape Province over the five-year period.

Conclusions: Smile Foundation augmented 30% of OFC state-based procedures annually over a five-year period. To ensure sustainability of these services in the future, greater government commitment to OFC services is recommended.