

# Annual Report 2018



# 2018

A large, stylized number "2018" is the central focus. The "20" is in a dark teal color with a white outline, while the "18" is in a lighter teal color. The background is a teal gradient with a photograph of a tree with yellow and pink flowers at the bottom.

**2018**

Annual Report

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# 2018

## President's letter



Dear friends and supporters,

Today, the scene of palliative and hospice care in Lebanon is flourishing; we are witnessing a growing recognition on policy, medical and society awareness level to see this as a “human right in health” and not a luxury or an accessory to our health care system.

On March 18, 2019, the Ministry of Public Health took an important and strategic step toward integrating palliative care into the Lebanese health system by issuing Decree 1/447 that defines criteria for the reimbursement of palliative care services.

The decree defines coverage for both home and hospital-based programs. This decision was a result of the collective work of the national palliative care steering committee established by the Ministry and representing various stakeholders from the Medical, Academic, and civil society working in this field.



Lebanon deserves this bold move and conscious decision which is considered a breakthrough in the field of hospice and palliative care and one that goes in line with our mission at SANAD throughout the past ten years, since our inception in January 2010.

SANAD this past year witnessed growth not only on the level of its support to the growing numbers of patients and their families; our core and valuable mission, we also have had the pleasure of building the capacity of different Lebanese and Arab hospitals and NGOs establishing palliative and home hospice care services in Lebanon and the region.

SANAD sends a heartfelt gratitude and appreciation to all who have supported our mission who come from all walks of life exhibiting the key role of the society in endorsing and believing in the preservation of dignity and quality of life, for all.

I leave you with our 2018 annual report and thanking you for your trust in SANAD.

**Lubna Izziddin**  
Founding Board Member and President



## OUR CORE VALUES

### Respect

We at SANAD ensure total respect for our patients' and their families' beliefs, values and practices.

### Dignity

we aim to preserve patient and caregiver dignity by honoring their wishes and preferences until the end.

### Integrity

Throughout all aspects of our professional practice, we uphold our mission with integrity.

### Collaboration

We collaborate closely with families and caregivers to ensure transparency in communication and information sharing that assists in critical decision-making.

### Excellence

through the efforts of our conscientious and diligent team, we aim to provide professional and compassionate quality end-of-life care.

### Commitment

We are committed to upholding patient and caregiver rights and maintain confidentiality at all times.

### Compassion

Our actions and practices are driven by absolute compassion for patients and their families.

# FOUNDING & BOARD MEMBERS



## BOARD OF DIRECTORS

### **Mrs. Lubna Izziddin**

*BA in Mental Health and Counseling / Founding Board Member and President*

Mrs. Izziddin is a social development professional with over 25 years of experience throughout the Middle East and North Africa region, working with United Nations agencies and international and local NGOs specializing in youth development and child protection programs.

Since SANAD's establishment, and while mobilizing resources and raising awareness on the rights of dying patients and their families, Lubna has dedicated her time towards laying the foundations of the organization, directing, and overseeing its development and growth on all organizational, financial, and technical levels.

### **Mr. Nadim Abboud**

*Counsellor and Attorney at law; LL.M., M.B.A. / Founding Board Member and Vice President*

Mr. Abboud is the Managing Partner of Abboud & Associates, President of the Blue Stars Sporting Club and co-founder and member of the Executive Committee of the Brand Protection Group (president 2013-2015). He has contributed to the drafting of numerous laws and regulations in Lebanon and lectures at a number of education institutions such as the Institute of Finance - Basil Fuleihan Institute and the Lebanese Army Command and Staff College and has authored "La Croix des Années Rouges", inspired by his years of volunteering with the Lebanese Red Cross.

### **Dr. Muna Khalidi**

*PhD in Social Policy and Planning / Founding Board Member and Treasurer*

Dr. Khalidi is a social development expert with a doctorate from the London School of Economics. She has extensively researched socio-cultural, economic and political factors influencing the delivery of health services in the region and extensive experience in programmatic development and assessment for interventions in mental health and community health projects in Lebanon and across the Arabic speaking region in emergency settings. Dr Khalidi was an Assistant Professor at the Faculty of Health Sciences at the American University of Beirut from 2003-07.



"You guys are doing a great job. And you are amazing. And people need you 'kteer'."

A PATIENT'S GRANDDAUGHTER



### **Dr. Rabih El Chammay**

*Medical Doctor / Founding member*

Dr. Rabih El Chammay is a psychiatrist who has worked in diverse settings that range from clinical work to teaching, training, supervising and conducting consultancies for the UN agencies and international and local NGOs in Lebanon and throughout the Arab region. He currently serves as the focal point for Health and Human Rights at the Ministry of Health and is a Mental Health Advisor for International Medical Corps, Lebanon

### **Dr. Thurayya Arayssi**

*Medical Doctor / Board Member*

Dr. Arayssi is an Associate Professor of Medicine at the Weill Cornell Medical College in Qatar and specializes rheumatology and geriatrics. She is also the college's Associate Dean of Graduate Medical Education. Dr. Arayssi has authored or co-authored more than 60 papers, abstracts and book chapters and has presented numerous seminars and lectures at regional and international medical conferences.

### **Mr. Elie Aaraj**

*BSN, MS Community Health / Board Member*

Mr. Aaraj founded Soins Infirmiers et Développement Communautaire Association (SIDC) in Lebanon in 1987 and serves as its director. He is also president of the MiddleEast and North Africa Harm Reduction Association (MENAHRRA), and of the Regional/Arab Network against AIDS (RA- NAA). He holds a post graduate degree in Community Health from Saint Joseph University, Lebanon.

### **Carol Mansour**

*BA in Sports Medicine/Psychology / Board Member*

Ms. Mansour is an award winning documentary filmmaker. After working for several years as an editor and director at a local TV station in Lebanon, she founded her own production house in 2000. Her documentary films address socioeconomic issues including war, the plight of street children, child labor, migrant women workers, refugees, water, environment and other related topics.

### **SANAD's Ambassador: Mr. Ali Jaber**

Mr. Ali Jaber is the Dean of the Mohamad Bin Rashed School for Communication at the American University in Dubai, and General Director of the Middle East Broadcasting Center (MBC) Group. He has been an avid advocate of hospice care and has spared no personal nor professional effort in raising awareness about SANAD's mission. Mr Jaber has also utilized popular platforms, such as the Arabic TV program, "Arabs Got Talent", to promote the philosophy of hospice care to audiences throughout the Arab World.



"I would like to thank you on behalf of my husband and my family for being there, heart and soul, for how you lent a loving supportive hand to all of us in a nonintrusive way, for giving us all a lesson in what really counts in life"

A PATIENT'S WIFE



# PALLIATIVE & HOSPICE CARE



## OUR MISSION

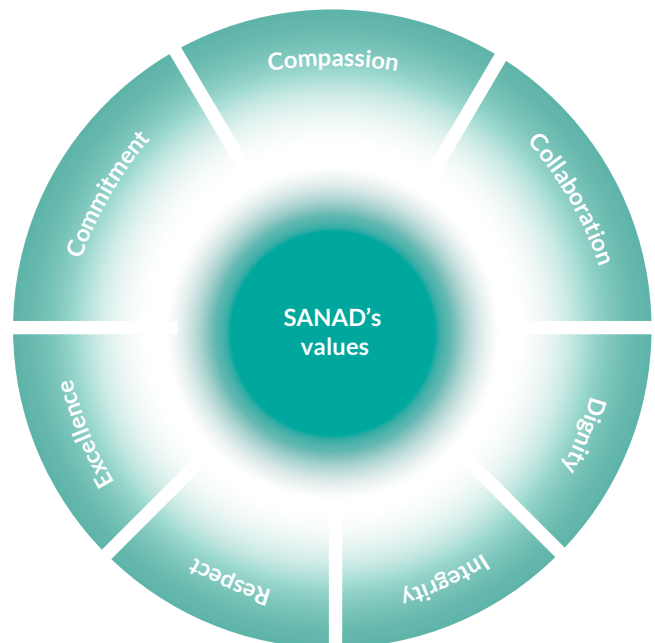
SANAD's mission is to provide comprehensive free of charge home-based hospice care to advanced chronically and terminally ill patients while preserving their dignity and enhancing the quality of their remaining life. We aim to assist patients in remaining as alert, functional and comfortable as possible within the calm and sanctuary of their own home, surrounded by family and loved ones. SANAD delivers these support services to patients regardless of their nationality, religion, political affiliation, gender, diagnosis or ability to pay."

## OUR CORE VALUES



"... Honestly, we couldn't have managed without SANAD's team; they were simply caring, intimate, and very humane in their dealings with our mother and us."

A PATIENT'S FAMILY



## ABOUT PALLIATIVE AND HOSPICE CARE

Universal Health Coverage (UHC), is inspired by the World Health Organization's constitution; asserting health a fundamental human right 1978. UHC lists palliative care alongside promotive, preventive, curative, rehabilitative health services that are essential for better global health and protection.

Palliative care by definition, aims to improve the quality of life of patients and their families as they face problems associated with a life-threatening illness, through the prevention and relief of suffering by means of early identification, impeccable assessment and treatment of pain and other problems; physical, psychosocial and spiritual. Medical teams providing palliative care are usually multi-disciplinary and include doctors, nurses, social workers, psychologists, registered dieticians, pharmacists amongst others. All members of a palliative care team work closely together to provide coordinated and systematic care to both, the patient and his/her family.

### Palliative Care:

- provides relief from pain and other distressing symptoms;
- affirms life and regards dying as a normal process;
- intends neither to hasten or postpone death;
- integrates the psychological and spiritual aspects of patient care;
- offers a support system to help patients live as actively as possible until death;
- offers a support system to help the family cope during the patients illness and in their own bereavement;
- uses a team approach to address the needs of patients and their families, including bereavement counselling, if indicated;
- will enhance quality of life, and may also positively influence the course of illness;
- is applicable early in the course of illness, in conjunction with other therapies that are intended to prolong life, such as chemotherapy or radiation therapy, and includes those investigations needed to better understand and manage distressing clinical complications.

### Hospice Care:

Hospice care is a subset of palliative care. Central to its philosophy is the belief that every human being has the right to live and die with dignity and minimal pain. It aims to relieve patients from pain and other distressing symptoms. It offers a support system (for both patients and their families) that helps patients live as actively and comfortably as possible. Hospice care also places emphasis on the provision of psychological support to help family members cope during the patient's illness and eventually, with their own bereavement.

SANAD was established, as a home hospice care organisation, to address the many challenges experienced by terminally and/or chronically ill patients and their families as they deal with the illness and the new reality it imposes.



# MEDICAL, NURSING & MENTAL HEALTH CARE



## The Medical and Nursing Unit

**SANAD's Medical And Nursing Unit Apply Pain And Symptom Management Protocols, In Accordance With The National Comprehensive Cancer Network (NCCN) Palliative Care Guidelines, And Adopt Several Quality Indicators Of The National Quality Forum Performance Measures For Palliative And End-of-life Care.**



The doctors and nurses supporting this central and integral unit at SANAD, offer comprehensive hospice care to our patients and their families; upholding international best practices and applying evidence-based knowledge. By providing hands-on medical and psycho-social care, the Medical and Nursing Unit address physical, social and psychological, spiritual, and cultural aspects of care. SANAD's nurses, in close coordination with our doctors, not only provide meticulous care to reduce a patient's pain and distressing symptoms, but also offer psycho-social support. This particular component of our care has provided patients and their care givers with delicate assistance in matters requiring decision-making and the processing of unfamiliar family dynamics. This facilitative role helps families cope and carry on with their daily lives, while ensuring the patient's needs are met and aligned with their self-set priorities and wishes.

The Medical and Nursing unit play a pivotal role raising general awareness around hospice care and intrinsic one improving access and practice of hospice care in Lebanon and the region. SANAD's doctors and nurses have assisted in designing training material and conducted workshops for hospitals and NGOs seeking to establish palliative and hospice care support services. SANAD's doctors and nurses have shared their knowledge and experience and offered vital guidance to medical staff in reputable hospitals locally and regionally. They have also participating in panel discussions and professional seminars and educated the general public by taking part in medical programs on radio and television.



## The Mental Health Unit

**In addition to the care provided by our nursing and medical staff, the support provided by our psychologists is essential, especially when patients and their families experience more complex and acute psychological issues.**

Patients and their families require mindful assistance in processing the salient emotional challenges that characterize living with chronic or life-limiting illness. Our psychologists can prepare children living at home for the leaving of their loved ones. They also work closely with the medical and nursing teams to provide updates on both, the patient and caregiver's wellbeing; ensuring a continuous and coordinated flow of psycho-social support from our teams.

The psychologists also provide the team with regular training on best practices, coping mechanisms, communication skills, and other practices that assist the doctors and nurses in providing more effective and holistic care.

Additionally, the unit has organized workshops and sensitization sessions about mental health aspects and communication in palliative care for health care professionals practicing in different settings in Lebanon and the region.



# QUALITY, RESEARCH & DEVELOPMENT

## The Quality, Research, and Development Unit

**This unit comprises of professionals from public health and nursing backgrounds. The unit's objective is to:**

- Maintain high quality care through setting and reviewing standards of practice and policies, and adopting and monitoring quality indicators aligned with international palliative care guidelines and recommendations.
- Assist other external entities in establishing palliative or hospice care services through following a comprehensive process that includes:

- Conducting needs assessment
- Providing technical and theoretical workshops and practical observership in palliative and hospice care
- Assisting in developing various service elements such as organograms, job descriptions, operational and clinical policies, operational and quality indicators, patient medical record forms, etc.
- Monitoring and guiding new teams throughout the preliminary phase for clinical and operational support
- Conducting research in palliative and hospice care to generate knowledge for practical applications
- Advocating for palliative and hospice care on multiple levels within policy-making spheres and amongst healthcare professionals, patients and their families, and the media.



"His passing was  
very peaceful,  
he was never in pain.  
SANAD did not allow it."

A PATIENT'S WIFE

**The efforts of the Quality, Research and Development Unit have been instrumental in positioning SANAD as an advocate for palliative and hospice care in both Lebanon and the region, while simultaneously supporting other entities to develop their own palliative care services and running training and capacity building programs that help tangibly increase access to palliative and hospice care.**



## QUALITY IMPROVEMENT PROJECT



### Assessing our quality of care through a caregiver's satisfaction tool:

Assessing our quality of care through a caregiver's satisfaction tool: In an effort to adhere to international quality standards and assess and improve the quality of services provided, SANAD identified the need to adopt an evaluation tool that assesses the satisfaction of caregivers with the care provided. SANAD selected the Consumer Assessment of Health Care Providers and Systems Hospice Survey-known as the CAHPS Hospice Survey- a program initiated by the Agency for Healthcare Research and Quality (AHRQ), to contextualize it to the Arabic-Lebanese context. In December 2018, and following the AHRQ's translation guidelines, the tool was translated to Arabic by a group of experts on tools translation, palliative care, and quality in health care. The tool will be tested for comprehension and overall understandability amongst caregivers and subsequently will be piloted. We graciously acknowledge the efforts of Dr. Kassem Kassak; an Associate Professor of Public Health Practice and Director of Executive Master in Health Care Leadership at the Faculty of Health Sciences at the American University of Beirut, in providing technical guidance throughout this project.

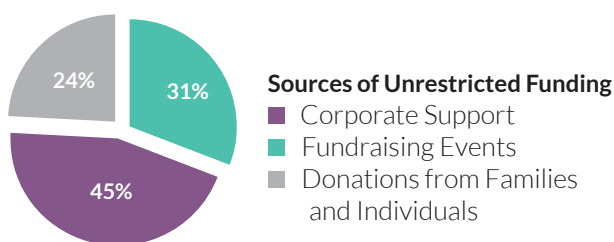
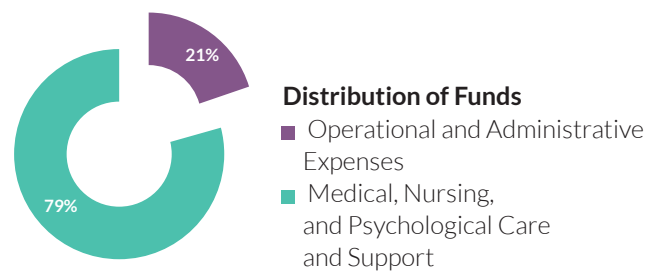
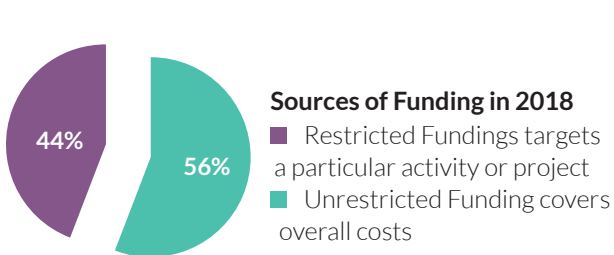


# ADMINISTRATION & FUNDRAISING



## ADMINISTRATION AND FUNDRAISING UNIT

The administration and Fundraising staff carry out all clerical and administrative duties to ensure efficient operations in adherence to organisational processes and procedures. The central role of our fundraising team is to identify funding channels and opportunities that support the organisation's continued operations and long-term growth and sustainability.





## FUNDRAISING

### MUSIC AND POETRY TOUR - JORDAN, AMMAN

26 April 2018

SANAD has collaborated with Lebanese musician, Charbel Rouhana and Tunisian poet, Anis Chouchene since 2016. In April, their unique performance was brought to Jordanian fans through an event held under the patronage of Her Royal Highness, Princess Ghida Al Talal, Chairperson of the Board of Trustees of the King Hussein Cancer Foundation and Center (KHCF) and (KHCC). Jordan's King Hussein Cancer Foundation at King Hussein Business Park. Proceeds from the event were donated to both, SANAD and the KHCF.



Charbel Rouhana and Anis Chouchene

### ABU DHABI GALA DINNER

4 October 2018

Under the patronage of his Excellency Sheikh Nahyan Mubarak al Nahyan, Minister of Tolerance, The Lebanese Business Council in Abu Dhabi organized a Gala Dinner in Support of SANAD. The Gala was attended by SANAD's ambassador, Ali Jaber. The attendees enjoyed a performance by the Lebanese singer Melhem Zein.



### BEQAA CHRISTMAS FAIR

9 December 2018

A fundraising and awareness raising activity during the Christmas fair organized by the Saint Mary Church in Zahle.



### BALAMAND MUSIC CLUB CONCERT

5 April 2018

Thanks to The FHS Music Club of Balamand, especially Edgard El Sayegh, for organizing this wonderful concert in support of SANAD. Thank you for using your amazing talent to support our cause!



## OUTREACH

### OUTREACH AND ADVOCACY

As part of its mission to advocate for and increase awareness about palliative and hospice care in the Arab world, SANAD has conducted, took part in, and attended several conferences, lectures, and workshops addressed to healthcare practitioners, civil society stakeholders, and the general public in Lebanon, Kuwait, Oman, and KSA.



### CHÂTEAU SAINT-THOMAS LUNCH

On September 30, 2018, the fundraising committee of SANAD's office in Beqaa had organized a lunch in Château Saint-Thomas vineyards in Kab Elias to raise awareness about SANAD and its role in the Mid-Beqaa region. Featuring the Lebanese violinist Mr. Jihad Akl, the event was attended by more than 100 guests from the Beqaa region, and testimony from a patient family, who received SANAD's support services, was given highlighting the importance of SANAD's work in providing home hospice care for terminally and/ or chronically ill patients.



### SANAD'S PALLIATIVE CARE MONTH

During November 2018, SANAD, in partnership with Huwaei, launched multiple fundraising and awareness raising activities about palliative and hospice care in Lebanon.

#### These activities included:

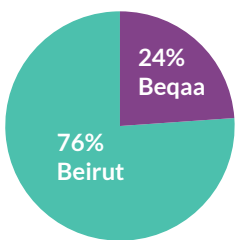
- Awareness raising sessions about palliative and hospice care at the Rafik Hariri University Hospital
- The launching of Charbel Rouhana's song for SANAD 'Bkhatrak Habibi' produced by MBC for SANAD on Anghami
- Several reading sessions of SANAD's children's book, in partnership with different schools and NGOs.
- The launching of Touch's awareness raising campaign in support of SANAD and palliative care
- The launching of the SMS fundraising campaign for SANAD, with the support of the Lebanese Ministry of Telecommunications.



# SANAD IN NUMBERS

- 2018 -

## NUMBER OF PATIENTS CARED FOR BY SANAD DURING 2018:

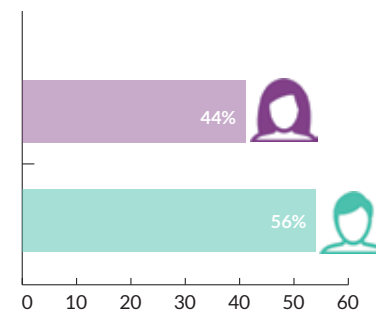
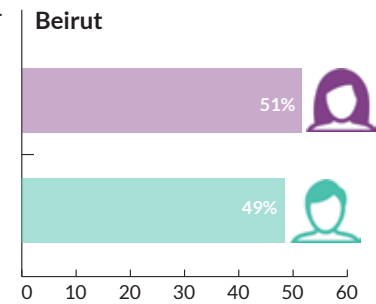


SANAD took care of 255 patients (including patients admitted in 2018 and patient who remained under SANAD's care from 2017).

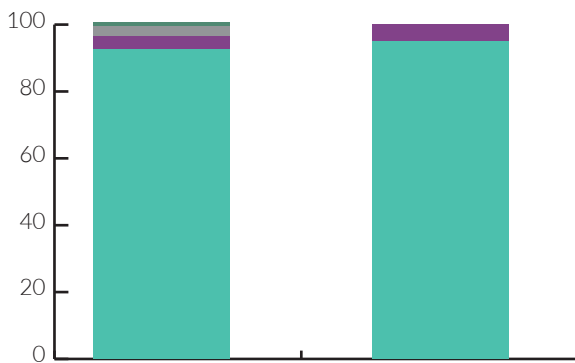
In Beirut 175 patients were admitted during 2018, and 18 patients remained under SANAD's care from 2017

In Beqaa 55 patients were admitted in 2018, and 7 patients remained under SANAD's care from 2017

## GENDER DISTRIBUTION OF PATIENTS ADMITTED IN 2018:



## NATIONALITIES OF PATIENTS ADMITTED IN 2018:



- Lebanese 92.5%
- Syrians 4%
- Palestinians 3%
- Others 0.5%





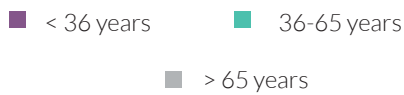
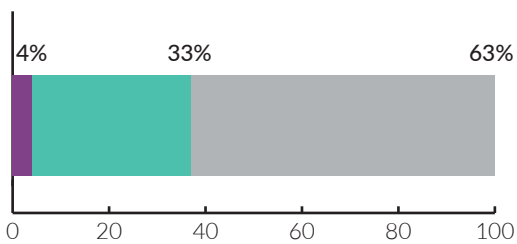
# SANAD IN NUMBERS

- 2018 -

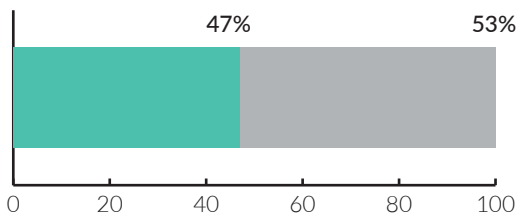


## AGE DISTRIBUTION OF PATIENTS ADMITTED IN 2018:

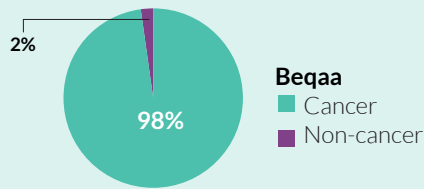
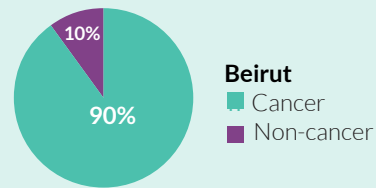
### Beirut



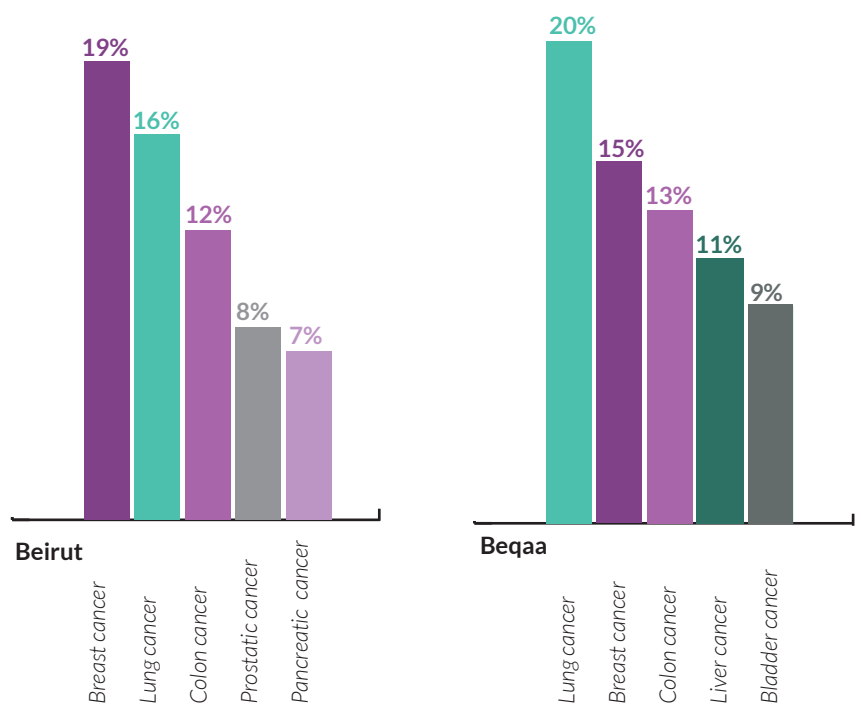
### Beqaa



## DIAGNOSIS OF PATIENTS ADMITTED IN 2018:



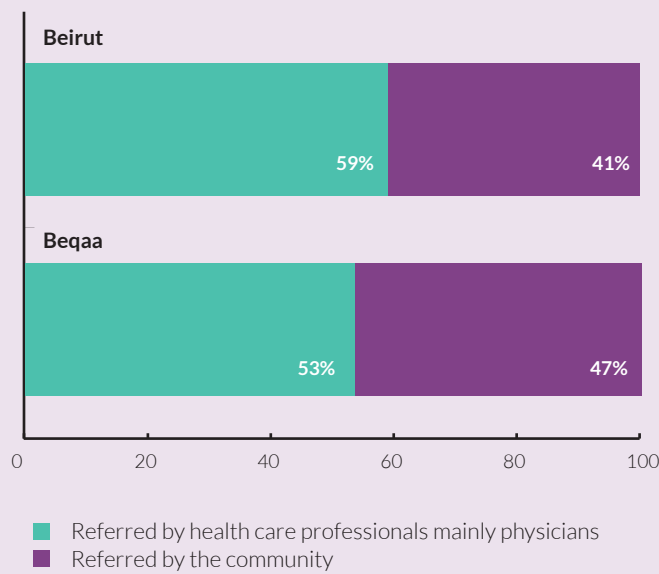
## THE FIVE MOST COMMON TYPES OF CANCER





**SOURCES OF REFERRAL TO SANAD:**

Beirut: 59% of patients admitted in 2018 were referred to SANAD by health care professionals mainly physicians, and 41% of patients were referred to SANAD by the community mainly through relatives and friends.  
 Beqaa: 53% of patients admitted in 2018 were referred to SANAD by health care professionals mainly physicians, and 47% of patients were referred to SANAD by the community mainly through relatives and friends.



**ADMISSION RESPONSE TIME:**

Beirut: 96% of patients referred to SANAD were visited by the nursing team at home within 48 hours of referral.

Beqaa: 98% of patients referred to SANAD were visited by the nursing team at home within 48 hours of referral.

SANAD’s medical team is highly accessible to patients regardless of their condition, as the team is available 24 hours a day, 7 days a week.

In cases where the referral is made while the patient is at the hospital, the team visits the patient and the family at the hospital before the patient is discharged.

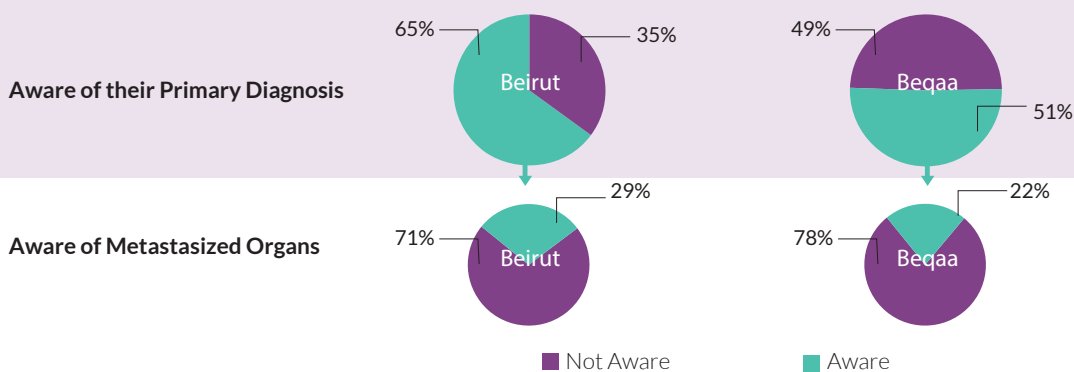
In the meantime, SANAD’s nurses ensure that the patient’s medical supplies such as beds, mattresses, and oxygen machines are rightly situated in the patient’s room at home.



**AWARENESS OF DIAGNOSIS OF PATIENTS ADMITTED IN 2018:**

Beirut: 35% of patients were unaware of their diagnosis, 65% were aware of their primary diagnosis of which only 29% were aware of their cancer metastasis and 71% were unaware of it.

Beqaa: 49% of patients were unaware of their diagnosis, 51% were aware of their diagnosis of which only 22% were aware of their cancer metastasis and 78% were unaware of it.



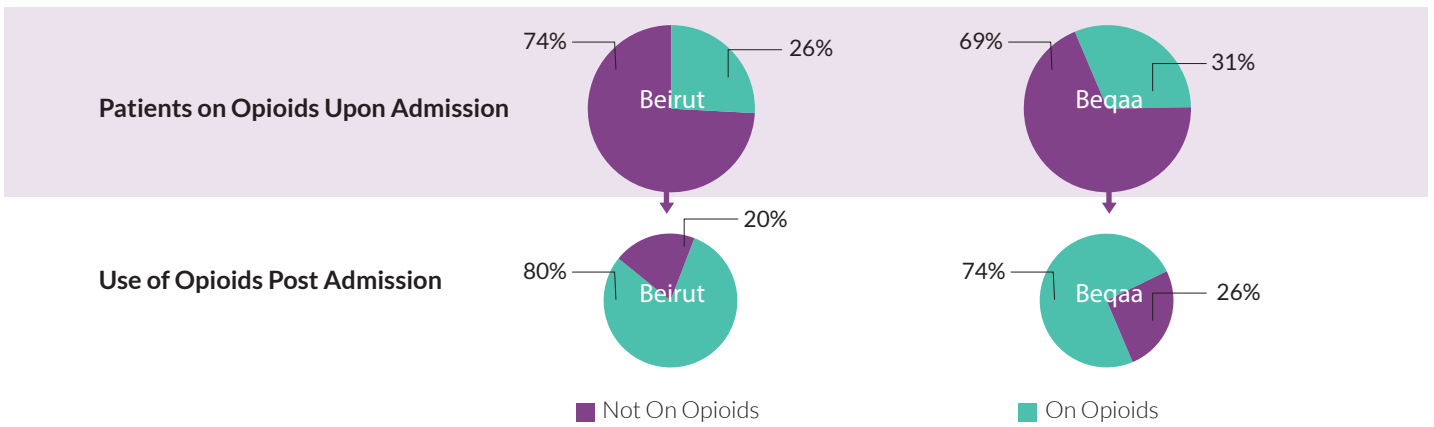
# SANAD IN NUMBERS

- 2018 -

## USE OF OPIOIDS FOR PAIN CONTROL:

**Beirut:** 74% of the patients were not taking opioids prior to their admission to SANAD, 80% of those patients received opioid therapy while under SANAD's care.

**Beqaa:** 69% of the patients were not taking opioids prior to their admission to SANAD, 74% of those patients received opioid therapy while under SANAD's care.

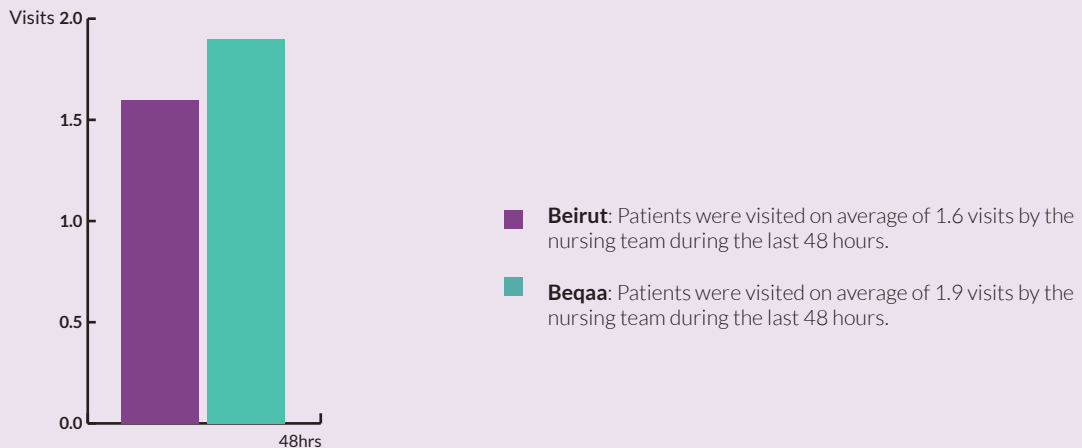


TOTAL NUMBER OF VISITS			
		Beirut	Beqaa
YEAR 2018 (ALL PATIENTS)	Number of RN* Visits	2164	937
	Number of MD* Visits	349	324
	Number of Psychologist Visits	161	33

\* RN Registered Nurse  
\* MD Medical Doctor

During every home visit, the nurse conducts a complete physical assessment of the patient, and accordingly provides the needed medical and nursing interventions after consulting with one of SANAD's medical doctors. The nurse makes sure that the patient is comfortable at home and takes all measures to relieve any suffering from pain or any underlying symptoms (such as nausea, vomiting or constipation).

## AVERAGE NUMBER OF VISITS IN THE LAST 48 HOURS



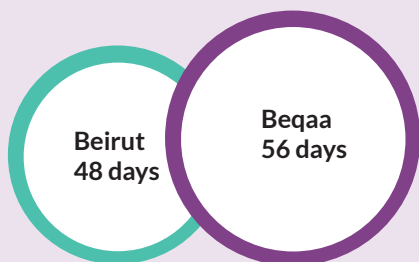
**Beirut:** Patients were visited on average of 1.6 visits by the nursing team during the last 48 hours.

**Beqaa:** Patients were visited on average of 1.9 visits by the nursing team during the last 48 hours.

### LENGTH OF STAY UNDER SANAD'S CARE:

**Beirut:** Patients who died in 2018 averaged 48 days under SANAD's care.

**Beqaa:** Patients who died in 2018 averaged 56 days under SANAD's care.



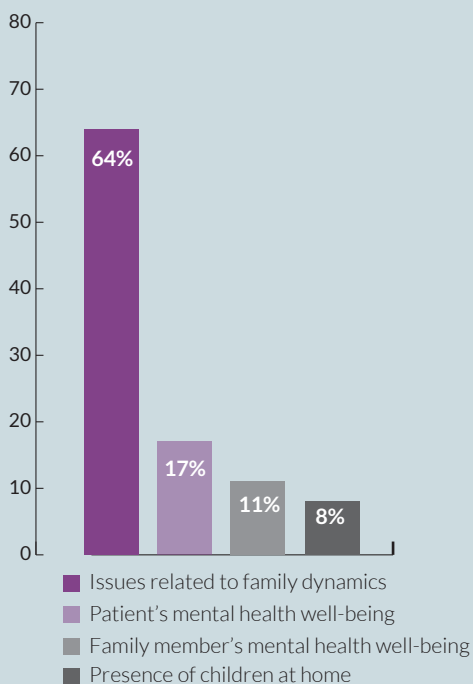
### CHOICE OF HOSPITALIZATION BEFORE DEATH:

In Beirut, of those patients who passed away at the hospital, 53% passed away at the hospital in accordance with their family preference and 32% were referred by SANAD to the hospital due to a critical medical condition that necessitates a hospital admission according to SANAD's policy.

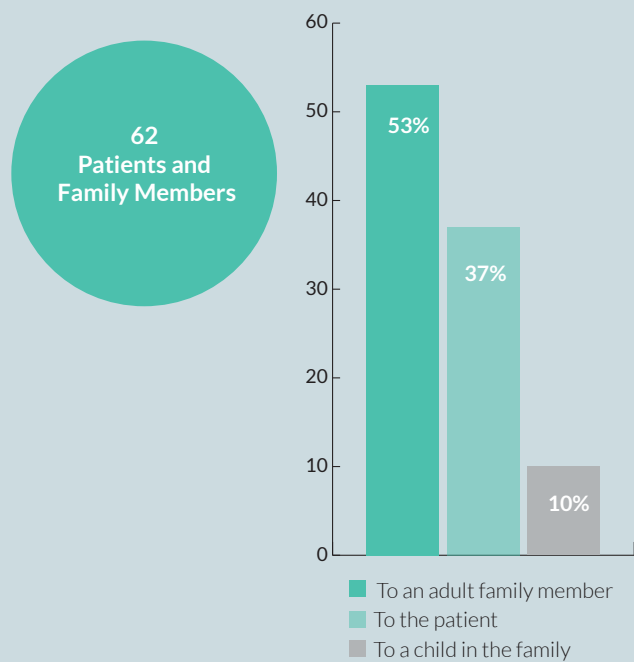
In Beqaa, of those patients who passed away at the hospital, 55% passed away at the hospital in accordance with their family preference and 27% were referred by SANAD to the hospital due to a critical medical condition that necessitates a hospital admission according to SANAD's policy.

## CLINICAL PSYCHOLOGICAL SUPPORT

### MAIN REASONS FOR REFERRAL TO PSYCHOLOGISTS



### NUMBER OF PATIENTS AND FAMILY MEMBERS CARED FOR BY THE PSYCHOLOGISTS



### BEREAVEMENT VISITS

When SANAD's staff enter a home to provide care, they create a strong bond with the families. This bond is cherished and respected. When the patient dies, their families are contacted by phone and we share their grief by ensuring a visit and offer our respect and condolences. When the grief process becomes complicated, we ensure follow up support sessions for the family members.

# PARTNERSHIPS



الجمهورية اللبنانية  
وزارة الصحة العامة



MINISTRY OF PUBLIC HEALTH  
WORLD HEALTH ORGANIZATION



## Establishing a Palliative Care Consultation Service at Rafik Hariri University Hospital (2016 - 2018)

The WHO Representative's Office in Lebanon supports the government and health authorities at a central and local level in strengthening health services, addressing public health issues and supporting and promoting research for health. SANAD has worked closely with the WHO and Rafik Hariri University Hospital (RHUH) since 2016.

Through close collaboration with the project's steering committee, comprised of SANAD, the Ministry of public health (MoPH), WHO, and RHUH, SANAD set the scope of practice for the hospital's palliative care team and administration, and created a solid foundation program by assisting in the development and adoption of service policies and documents, assessment tools and clinical and operational indicators.

In the summer of 2018, a four-day workshop was held at the hospital. RHUH palliative care consultation team comprising of a physician, nurse and a social worker, and the nursing supervisors at RHUH, were introduced to various palliative care aspects including symptoms assessment and management, communication and mental health. SANAD's professional team closely monitored the RHUH palliative consultation team to support in providing high quality services, in accordance with international standards and best practices. The team provided technical, hands-on support through rounding with the palliative care team, offering guidance and assistance for complex cases that imposed challenges.



## Establishing a Home Hospice Service at Ain Wazein Medical Village (2018 - Current)

Under the auspices of MoPH and in partnership with the WHO, SANAD is supporting Ain Wazein Medical Village (AWMV) to establish the first home hospice service in the Chouf district. While AWMV have a palliative care unit and a consultation team, the hospital is set to become the first healthcare institution in Lebanon to offer a full spectrum of palliative care services; from hospital to home.

In December 2018, a needs assessment exercise was carried out, where SANAD met with various stakeholders at AWMV including members of its senior management, physicians, nurses, social workers and psychologists to establish a clear understanding of the practice of palliative care in AWMV. The exercise helped identify opportunities; paving the way for developing a well-founded model of home hospice care.





### Capacity Building for Children's Cancer Center of Lebanon – Staff Running Parental Support Groups (2018)

In collaboration with WHO and the Children's Cancer Center of Lebanon (CCCL), on September 2018, SANAD's Mental Health Unit, took the lead in a two-day capacity building workshop for staff who would provide support for parents of children with cancer. A total of 30 staff members participated in the workshop that focused on communication skills in medical and oncology settings and explored various tools to improve communication. The workshop also provided participants with insight into all steps needed to establish, run, evaluate, and conclude parental support groups. Additionally, SANAD's team provided practical application of theoretical concepts on stress management to the CCCL staff running support groups.



**Faculty of Medicine**  
Salim El-Hoss Bioethics and Professionalism Program  
المركز الطبي في الجامعة الأميركية في بيروت  
برنامج سليم الحوص للأخلاقيات الأحيائية والاحتراف

### Salim El-Hoss Bioethics & Professionalism Program Volunteer Project (2016 – Current)

There is a very specific set of skills that a doctor must acquire and nurture in order to deal with a terminally ill patient. Through collaboration with the AUBMC's Salim El Hoss Bioethics Professional Program\* (SHBPP), eleven students enrolled in the second and third year of AUB's Medical program, were offered an opportunity to observe the psycho-social dimension of terminal illness, allowing them to gain direct experience in dealing with terminally ill patients in their home settings. Students are encouraged to volunteer with patients and their families to provide them with emotional and social support.

*\*Launched in April 2010, SHBPP is the first targeted initiative in the Arab world that seeks to educate people, conduct research, and champion issues related to professionalism, medical humanism and bioethics.*



# PARTNERSHIPS



## ZAIN GROUP

Zain is a leading mobile telecommunications provider in the Middle East and North Africa. Established in 1983 in Kuwait as the region's first mobile operator, the group expanded into the region operating in Kuwait, Bahrain, Iraq, Jordan, Saudi Arabia, Sudan, South Sudan. Zain is present in Lebanon as 'touch' (under a management contract) and has 15.5% stake in 'INWI' in Morocco through a joint venture.

In 2018, Zain extended its support to our organization, and we signed an agreement with the telecommunications heavyweight to fund four projects in three countries; Jordan, Kuwait and Lebanon.



### Strengthening Palliative Care In the Arab World Establishing the First Home Hospice Service in Kuwait: (2018 – Current)



Building on our experience and model in providing quality hospice and palliative care for patients, we explored the opportunity of sharing our knowledge with Al Sidra Association for Psychological Care of Cancer Patients. A palliative care team of doctors, nurses and psychotherapist was created and headed by Dr. Amina Al Ansari, a palliative care physician at Kuwait's Palliative Care Center, a to take solid steps towards establishing a hospice service that provides hospice care to terminally-ill cancer patients in the comfort of their own homes.

In November 2018, a needs assessment exercise was carried out, where SANAD interviewed its Kuwait-based partners and a number of doctors, nurses and health care professionals in palliative care, to establish a thorough understanding of palliative care services available in the country. The data collected provided valuable insight about the history of the establishment and progress of palliative care including the services currently available and the benefits and challenges faced during the provision of palliative care in the country. The exercise paved the way for developing a well-founded model of home hospice care in Kuwait. Theoretical workshops and practical observership in home hospice care and developing the model design and program policies, forms and indicators for Kuwait team, will take place in 2019.

### Supporting Hospice Care Delivery and Research in Palliative Care in Lebanon (2018 – Current)



#### RESEARCH

In demonstration of Zain Group's commitment and support of improved and wider provision of our care, the organisation fully funds a team comprising of a nurse, psychologist and a medical coordinator over the course of a three year period. The group's funding has also supported conducting palliative care research in Lebanon in collaboration with Ain Wazein Medical Village (AWMV).



“

Palliative care is about allowing people the space and freedom to enjoy the life that remains for them and reassuring them that their loved ones will be ok once they are gone.

It is about being there, being present for someone on a one to one level; someone who needs love and care, someone who unconditionally made you special enough; allowing you to share the last moments of their lives with you. When you give your 100% to that patient for a few hours a week what you receive in return is just humbling. Sometimes your mere presence is enough to give strength, energy and comfort to the patient.

It even makes him or her look forward to your weekly visit. The few hours a week have a huge impact on that person. They also have a huge impact on you. At the hospital, and as future doctor, you tend to focus more on the medical perspective; thinking that is the only lesson you are supposed to take away from your training.

This volunteering experience teaches you to consider the patient's perspective and include it in your own.

You, as a doctor in training, are touched in a very real way, and you realize it could be you; it could be your loved ones.

I had the opportunity to see families come together and cooperate; it is an experience of healing, not just physically but healing of the families.

The volunteering experience gives you a motto to live by  
*“To cure sometimes, to relieve often, to comfort always”* -Edward Livingston Trudeau.

I truly enjoyed the opportunity of working with such amazing people. It takes a unique person and team to commit to that distinct level of compassion, to understand the sacredness of life and the end of it.

It is a privilege to volunteer with SANAD. Thank you for giving us that opportunity.

Karim Kozhaya - AUB Medical Student

”





# HOSPICE CARE TEAM



SANAD's interdisciplinary team members -doctors, registered nurses and psychologist - work closely to provide a holistic care approach. Our team focuses on addressing the physical, social, and psychological challenges that patients and their families are facing due to the underlying terminal illness.

## MEDICAL TEAM

### MEDICAL DIRECTOR



**Dr. Salam Jalloul**  
MD - Medical Director

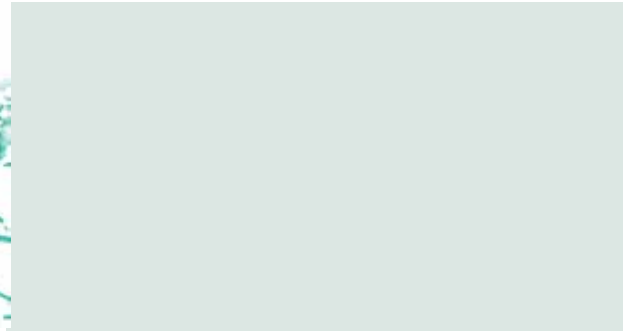
Dr Jalloul is a graduate of the University of Rouen,France and has been a practicing physician for more than 20 years. She is an Associate Professor at the Department of Family Medicine at the American University of Beirut Medical Center (AUBMC), President (2017) and founding member of the Lebanese Geriatric Society. She completed her Palliative Care Certification from the University of Lyon in 2014, and was appointed as a member of the National Pain and Palliative Care Subcommittee representing SANAD in 2011.

### MEDICAL DOCTORS



**Dr. Jospheh Kahlale**  
MD - Beirut Office

Dr. Kahlaleh has worked for both AUB and the World Health Organisation (WHO) as a Research Associate; working on several research projects as principal investigator. He is a lecturer in medicine and in public health and health management at the Lebanese University's Faculty of Public Health and Faculty of Dentistry. He has also worked as an Emergency Physician and Assistant Surgeon.



**Dr. Rosa Rhimi**

*MD - Beqaa Office*

Dr. Rhimi' has worked at University Hospital, Faculty of Medicine "Miguel Enriquez," and the polyclinic "Wilfredo Perez Perez" in Havana, Cuba from 1986- 1991, as a Family Medicine Specialist. She has been practicing medicine in Lebanon since 1992, where she is a member of the medical staff in the Department of Family Medicine in AUBMC.



**Dr. Marwa Saleh**

*MD - Medical Coordinator & Consultant*

Dr. Saleh graduated from Weill Cornell Medical College at Qatar, completed her family medicine training at UT Southwestern in Texas and her fellowship in Global Health with the HEAL Initiative. Throughout her training she has focused on clinical palliative care and project development. She is passionate about advancing the quality of healthcare through palliative care, having seen the need and experienced transformational power of this specialty; from rural Nepal to university hospitals in Texas.



# HOSPICE CARE TEAM



## NURSING TEAM



### NURSING DIRECTOR

#### **Zeinab Zebara**

Zeinab worked as a registered nurse at AUBMC, where she received certification in administration of chemotherapy under the Nursing Skills Competency Program. She joined SANAD in 2013 and supervises the hospice nursing unit.



### HOSPICE NURSES

#### **Saria Gerges**

*Registered Nurse*

Saria has a certificate from the National Collaboration Prenatal/Neonatal Network and holds a certificate in Acute Pain Management. She has worked for a number of reputable hospitals such as AUBMC. She has been with SANAD since April 2016.



#### **Hamsa Bou Hadir**

*Registered Nurse*

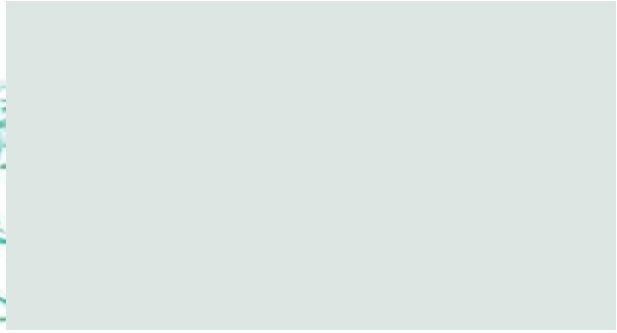
Hamsa holds a bachelor's degree in nursing from the Lebanese University. She worked at Sacré Coeur Hospital and Levant Hospital prior to joining SANAD in 2017.



#### **Elie Mcheik**

*Registered Nurse*

Elie holds a certificate in nursing and a diploma in reanimation from the Lebanese Red Cross. He has worked as a nurse in oncology and emergency units and has extensive experience in the Intensive Care Unit (ICU). He joined SANAD in 2017.



**Rasha Zouki**  
*Registered Nurse - Beqaa Office*

Rasha is a graduate of Lebanese University's Nursing School. Before joining SANAD, Rasha was a registered nurse for 12 years. She has been with SANAD since 2017 as a hospice nurse supporting the Mid-Beka'a region.



**Mira Obeid,**  
*Registered Nurse and Research Assistant*

Mira graduated from the American University of Beirut (AUB) in 2013 with a bachelor's degree in Nursing Sciences and was awarded the "Penrose Award". Mira joined SANAD in 2018 as a Hospice Nurse and Research Assistant and is currently the focal point for training.



**"A light in our darkest moment a guide when we are lost, and an angel of comfort when we were desperate"**

A PATIENT'S FAMILY



# HOSPICE CARE TEAM



## MENTAL HEALTH TEAM



**Hiba Salem**  
*Psychologist*

Hiba has a bachelor's degree in Psychology from AUB and a Masters in Expressive Therapy and Mental Health Counseling from Lesley University and a Masters in Clinical Psychology from Boston University. She has worked as a mental health counselor within the refugee population with various NGOs and institutions. Hiba joined SANAD in 2017 as a Mental Health Counselor.



**Chantale Khadra**  
*Psychologist*

Chantale obtained her Master's degree in Clinical Psychology in 2012 from the University of Balamand, where she completed four years of training in Analytical Psychotherapy. She has attended drama therapy and interpersonal psychotherapy trainings with the ministry of public health under the supervision of Colombia University. Chantale joined the Mental Health unit in September 2018 as a Hospice Psychologist.

## QUALITY, RESEARCH AND DEVELOPMENT TEAM



**Farah Demachkieh**  
*Head of Quality, Research and Development Unit*

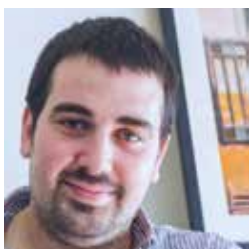
Farah graduated from the American University of Beirut (AUB) with a bachelor's degree in Nursing Sciences in 2006. She obtained her Master's degree in public health with a focus on health promotion and community health in 2017. Farah joined SANAD in early 2018 as the Projects and Research Officer and is currently the Head of the Quality, Research and Development unit.



**Ahmad Kassab**  
*Research Assistant*

Ahmad graduated from AUB in 2016 with a bachelor's degree in biology. In 2018, with a full scholarship from the Master Card Foundation, he earned a master's degree in public health with a focus on health management and policy. Ahmad joined SANAD in 2018 as a Research Assistant.

# MANAGEMENT & FUNDRAISING TEAM



**Ayman Abdou**

*Head of Management and Fundraising Team*

Mr. Abdou joined SANAD in 2015 as an Administrative and Fundraising Officer. Additionally, he is responsible of the overall direction and execution of managerial processes including finances, human resources, and organizational management at SANAD. Mr. Abdou holds a master's degree in economics from Université Saint-Joseph in Lebanon and is currently undergoing his PhD studies in macroeconomics.



**Hussein Taleb**

*Accountant*

Mr. Taleb has substantial experience in management accounting in the private sector, and more than six years of commitment to SANAD as its accountant.



**Lamia Karanouh**

*HR & Administration Officer*

Mrs. Karanouh graduated from Saint Joseph University in Beirut with a degree in Public Relations in 2001. Mrs. Karanouh's expertise includes human resources management, external communication and coordination, marketing planning, and business development. Mrs. Karanouh moved back to Lebanon and joined SANAD in February 2018 as an administration and human resources officer.



**Najah Raya**

*Graphic Design & Social Media Officer*

Najah is a Biochemistry graduate from the Lebanese University, Faculty of Sciences. She started as a volunteer with SANAD and joined the fundraising team in May 2016. She manages SANAD's social media platforms and creative visuals.



**Ali Sayyed**

*Field Officer*



**Bilal Bashir**

*Field Officer*

# SUPPORT US



“

*I just wanted to take a minute to thank all of you for your incredible help and support to my family during these past trying times. We couldn't have done it without you. Thank you for making my dad comfortable during his last months and for ensuring that he has a peaceful and painless end of life. You truly were our SANAD and we will never forget you.*

”

*- A Patient's Daughter*



## DONATE

### For Direct Donations

Please Contact Us On  
+961-1-397846

### For Bank Transfer

Account Name: SANAD  
SWIFT Code: BLOMLBBX  
Bank Address: BLOM Bank, Bliss Street Branch

For LBP: Account number 033 01 300 0887005 1 7  
IBAN LB67 0014 0000 3301 3000 8870 0517

For USD: Account number 033 02 300 0887005 1 6  
IBAN LB05 0014 0000 3302 3000 8870 0516



## VOLUNTEER

SANAD's volunteers have given their time with utmost professionalism and commitment. If you'd like to join our volunteers' team, please write to:

[volunteer@sanadhospice.org](mailto:volunteer@sanadhospice.org)



WE ARE ALWAYS HUMBLLED BY THE APPRECIATION AND GRATITUDE COMMUNICATED TO US BY OUR PATIENTS AND THEIR FAMILIES. IT INSPIRES US TO STRIVE TO DO MORE AND BE BETTER. THIS PURSUIT IS MADE POSSIBLE THROUGH GENEROUS DONATIONS AND ENABLING PARTNERSHIPS.

**PATIENTS' FAMILIES AND INDIVIDUAL DONORS**

SANAD would like to thank patients' families and individual donors for their generous donations and support.

**OUR STRATEGIC PARTNERS**



**OUR VALUABLE SUPPORTERS**



**2018 EVENTS' PARTNERS & SPONSORS**





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Or SANAD's Blog  
[www.sanadhospiceblog.wordpress.com](http://www.sanadhospiceblog.wordpress.com)

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**+961 1 397 846 or +961 78 838 421**

Or send an email to:  
[info@sanadhospice.org](mailto:info@sanadhospice.org)



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