



2019



Annual Report

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A Letter from the President



Redefining Hope

As we at SANAD mark our ten-year anniversary, I reflect upon our unique journey in serving our patients who have advanced chronic and terminal illnesses and their families; our past very much like our future are challenged with the uncertainty of our times. As I deconstruct the ten years between our hospice care support services, technical and administrative duties and look closely at the patient experience, I am filled with pride; SANAD's team demonstrates and embodies a profound and deeper understanding of the word "hope", as our patients face the most difficult physical, emotional and psychological challenges.

We have found throughout the years that hospice patients and their families alike experience a sense of serenity, acceptance, surrender and immerse themselves in the moment, living it to the fullest.

The nature of our work is sensitive and challenging, but the extraordinary circumstances that have taken over Lebanon have changed the context dramatically. Political unrest, economic struggles and most recently, the spread of the COVID -19 virus qualify these times as truly unprecedented. Everything everyone is doing right now is being done for the first time, and the SANAD team is no different. Yet we operate with tenacity and unwavering commitment to our patients and their families.

Our response has been swift; we have rolled out an emergency policy and an action plan that has not compromised the team's safety nor our reach to patients and their families. We have addressed obstacles with full force and created solutions; ensuring that the preservation of the dignity and quality of life of our patients continues to be at the forefront of our commitment, up until the very end.



A Letter from the President



While all the team members carry out their responsibilities efficiently, I am taken aback by the intensity of the complex and extreme cases that have required our care and support, and I am even more amazed at the resilience, commitment, and resolute determination of the nurses, doctors, and psychologists, to present so many layers of hope, more so during these turbulent times.

It is testing (painful) to see what patients have to endure, and, sometimes in shock, we ask ourselves: “what more can one handle?” and while that is a question we know we can’t answer, we find that our care is shrouded in belief and commitment to a cause, and that belief is exactly what keeps us sane and grateful to be doing what we do.

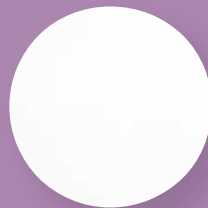
I write this letter in the midst of the COVID -19 crisis, another hit affecting humanity everywhere. We have responded with a policy that attests to our commitment to principles in respecting our public health responsibility towards our country, managing technical and administrative needs, reaching our patients at their homes and providing the best care to them and their families.

Like all the challenges we have previously faced, we are hopeful that “this too shall pass” and we are empowered with new hope. With your continued support, SANAD only sees a future filled with hope and unremitting growth. Your moral and material giving empowers our hope for the future as we continue to support our patients and their families in a context like no other.

These are unprecedented times for everyone, not only in Lebanon but everywhere in the world. These circumstances have redefined our collective understanding of what obstacles really look like and how they should be addressed. We are all in the same metaphorical boat and our collective pain must influence our collective actions for a better future. No one knows yet what that future is going to look like, but we do know that we will carry through with some familiarity as is our instinctive nature to stand by one another, for each other, in dignity.

Lubna Izziddin
Founding Member and President

Why We Are Here



Mission and Values

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, gender, diagnosis or ability to pay.

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.

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.



Medical and Nursing Units



Medical Team



Nursing Team

We provide home hospice care services in Greater Beirut and Mid Beqaa through an interdisciplinary team composed of nurses, physicians and psychologists using a patient-centered, family-oriented approach and addressing the physical, social, psychological, spiritual and cultural needs of the patients and their families. Hospice care provided by our medical and nursing team follows the National Comprehensive Cancer Network palliative care guidelines for symptoms management and guided by the Clinical Practice Guidelines for Quality Palliative Care by the National Consensus Project. The nursing and medical units work in coordination and collaboration with the mental health and quality, research and development units to provide patients and their families with holistic care ensuring the best quality of life possible.

Medical and Nursing Units



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 Kind Testimony by a Patient's Family

Clinical Support to Patients and Families

The medical and nursing units are engaged to ensure quality medical and nursing support for patients who have chronic and terminal conditions and their families, through impeccably assessing and controlling pain and other symptoms, advanced care planning, supporting the patient and the family psychologically and socially, training caregivers to care for their patients, preparing the family for the end of life phase and providing bereavement support to caregivers. Our care aims at keeping our patients as functional as possible and honoring patients' requests and wishes.

Our nurses are at the heart of the hospice care we provide supported by our medical team members who in addition to conducting home visits provide advice and support to the nursing team on medical issues related to patient care through weekly interdisciplinary meetings.

In addition to the provision of home hospice care, the medical unit empowers SANAD's team members by enhancing their knowledge and skills through internal capacity building sessions pertaining to medical updates in the field of palliative and hospice care.

This year we were able to reach a larger number of patients; 300 patients were admitted under our care as compared to 230 patients in 2018.

Capacity Building and Awareness Raising

Further to its clinical support, the nursing and medical units have an important role, alongside with different units, in building the capacity of other healthcare professionals through theoretical training sessions and practical observerships in addition to raising the awareness of the community on palliative care.

Medical and Nursing Units

Activities ● ● ●



Conducting a theoretical training at Ain Wazein Medical Village.



Panel discussion of the psychological aspects of cancer care at the Cancer Awareness Village organized by Barbara Nassar Association.



Awareness raising session to nursing students at Bahman nursing institute.



SANAD and KHCC discussing future collaboration.



Mental Health Unit



In 2015, SANAD introduced mental health support provided by a clinical psychologist as part of its interdisciplinary team, in addition to the psychosocial support provided by the nursing team. International literature about evidence-based mental health practice in palliative care has been emerging, however does not take into consideration the contextual and cultural differences of the Arab world. Furthermore, there is scarcity in the literature and evidence-based practice of mental health in palliative care in our region. As such in the past four years, SANAD has been focusing on accumulating field experiences in addition to being informed of international literature to (1) guide our mental health interventions, (2) refine the referral criteria and process between the nursing and mental health teams, (3) develop contextualized training material and (4) establish a structured documentation and reporting system.

Mental Health Unit

The mental health team cared for **45** households and conducted **186** visits to patients or family members referred by the nurses in 2019 compared to **153** visits in 2018.

Clinical Support to Patients and Families

The primary purpose of the mental health team is to provide one-to-one clinical psychological support for patients and family members experiencing mental health challenges related mostly to loss, grief, depression and anxiety. Group therapy, via grief support groups, will also be utilized as an approach to support our caregivers throughout the bereavement phase.

In 2019 and based on staff needs, three capacity building sessions were conducted:

- “Depression Assessment and Management”
- “Anxiety Assessment and Management”
- “Coping with Loss and Role Transitions”

Mental Health as Part of the Interdisciplinary Team

Alongside the team’s direct clinical intervention with patients and families, our mental health team takes part in both the interdisciplinary team meetings, during which it participates in discussing and setting a holistic plan of care for patients, and the weekly discussions for mental health cases. In addition, the team conducts capacity building sessions on relevant mental health topics, targeting the hospice team and their work on the field.

On the other hand, the team’s role extends beyond patient’s care to provide mental health support for SANAD’s hospice team on one-to-one basis, as needed.

In addition, the mental health unit has been developing and refining the referral criteria and process between its unit and the nursing team based on literature, the International Classification of Diseases (ICD) - 11’s Mental and Behavioral Disorders, and its extensive field experience with patients and their families.



Mental Health Unit

Capacity Building and Awareness Raising

The role of our team extends beyond SANAD's internal role to include capacity building projects that target the community and healthcare professionals:

Basic Training targeting junior mental health professionals and students. The training introduces the palliative care approach in general and the mental health in palliative care approach in specific.

Primary/Generalist Training targeting healthcare professionals or professional psychologists in general and those who care for patients with chronic and advanced serious illnesses in specific. The training covers mental health in palliative care, allowing the audience to adopt the approach in their line of work.

Specialist Training targeting psychologists who are/will be working as part of a specialized palliative care interdisciplinary team. The training is comprehensive and provides a thorough understanding of working in mental health in palliative care.

Our team participated in several projects, theoretical trainings, and practical observerships with healthcare professionals; in addition to awareness raising initiatives within the community.

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You are a real sunshine in our difficult journey, your positive input reflected on all of us!

You gave us energy, comfort, and hope that our mother will be treated with dignity till the end.

Thank you from the heart.

- A Patient's Family

Quality, Research, and Development Unit



In the quality, research and development unit professionals with nursing and public health backgrounds work together to support SANAD's team in providing high quality hospice care, and take part in a wide range of projects with external partners that focus on service provision, research, awareness raising and advocacy.

Quality, Research, and Development Unit

Internal Projects

The unit works with the medical, nursing and mental health units to ensure the provision of high quality palliative and hospice care through:

- Setting and reviewing standards of care and policies and integrating them into practice
- Collecting and monitoring clinical and operational measures on quarterly basis and setting inter-unit improvement plans
- Fostering inter-unit coordination and collaboration
- Conducting internal capacity building sessions
- Developing a palliative care specific competency-based evaluation to be utilized as a performance appraisal tool to support professional development.

In addition, during this year, the work of the unit focused on instilling a culture of continuous quality monitoring and improvement by emphasizing the importance of accurate documentation, conducting regular chart audits and follow up on measures, regularly disseminating findings to all team members and actively involving the clinical team in quality improvement projects.

External Projects

Further to its role in supporting SANAD's clinical services, the unit's projects also aims at supporting SANAD in playing an instrumental role in advancing palliative care in Lebanon and the region. The unit and in collaboration with all other units has been leading projects that focus on:

- Supporting other healthcare organizations or institutions to establish palliative care service models
- Enhancing the knowledge and skills of healthcare professionals through different training workshops including basic, primary and specialized palliative care trainings
- Raising the awareness of the community through awareness sessions, discussions and activities that target lay people, students and healthcare professionals
- Advocating for policy changes that support integration of palliative care
- Conducting research to generate culturally relevant knowledge in palliative care.

During this year the unit's work included several projects with an emphasis on supporting other institutions to establish their palliative care services and capacity building initiatives.

Fundraising and Management Unit



Fostered by the fundraising events that garnered support from the Lebanese private sector and individual advocates, we expanded our services and laid the groundwork to a steady linear organizational growth throughout the years. With the faltering economic activity in Lebanon, we started to explore potential fundraising opportunities in the region, and with the support of local partners in the corresponding countries, organized, its fourth gala dinner in the UAE with the support of the Lebanese Business Council in Abu Dhabi, a music and poetry event in Jordan in partnership with the King Hussein Cancer Foundation, and an awareness raising concert featuring Charbel Rouhana with the support of Zain. Along the same lines, SANAD has been strengthening its relationship with a Lebanese diaspora organisation, namely Act for Lebanon USA, linking it to potential donors, and channeling through more funds to ensure its advancement on service provision level. Similarly, SANAD has been approaching regional and international organisations seeking grants to support the expansion of its hospice services and allowing it to start a long process of knowledge transfer to different stakeholders.

Fundraising and Management Unit

Evolution

With substantial expertise and experience that its service providers have been acquiring throughout the years on medical, nursing and psychological support levels, SANAD proved to be a role model for other palliative care initiatives in Lebanon.

Since 2016, SANAD has been actively involved in projects funded by the World Health Organisation to build the capacity of healthcare institutions, including public and private hospitals in Lebanon, enabling them to provide palliative and hospice care services.

Against the same backdrop, and after targeting national, regional, and international corporations seeking their endorsement for the palliative care cause and consequently gaining their financial support to sustain its operations, SANAD has adopted a more engaging version of collaboration between the private and the third sectors (Civil Society Organizations).

In 2018, SANAD started a long-term partnership with the leading telecom company in the Arab region, Zain, to reinforce the presence of palliative care in the Arab World. Accordingly, Zain was committed, in addition, to support the expansion of SANAD's hospice services in Lebanon, to fund capacity building projects across the Arab region.



Fundraising and Management Unit

Direction

Our humble yet rich experience in fundraising had proven to us throughout the years that the diversification of the sources of funding is an effective ploy to ensure the expansion and the sustainability of our operations.

Over the last nine years, we were able to explore the multifaceted aspects of fundraising, looking into every opportunity to generate and collect funds.

Reaching an appropriate level of maturity, allowing it to cleverly draw its fundraising strategy, SANAD has been aligning its yearly plans in accordance with its growing needs while taking into account the economic conjuncture in Lebanon and the region.

The profound political uncertainty and the bleak economic outlook shaping Lebanon's future, has driven us to rearrange our priorities, bringing our sustainability at the forefront of all our concerns.

Hence, our 2020 fundraising plan is developed along three main axes of sources of funding:



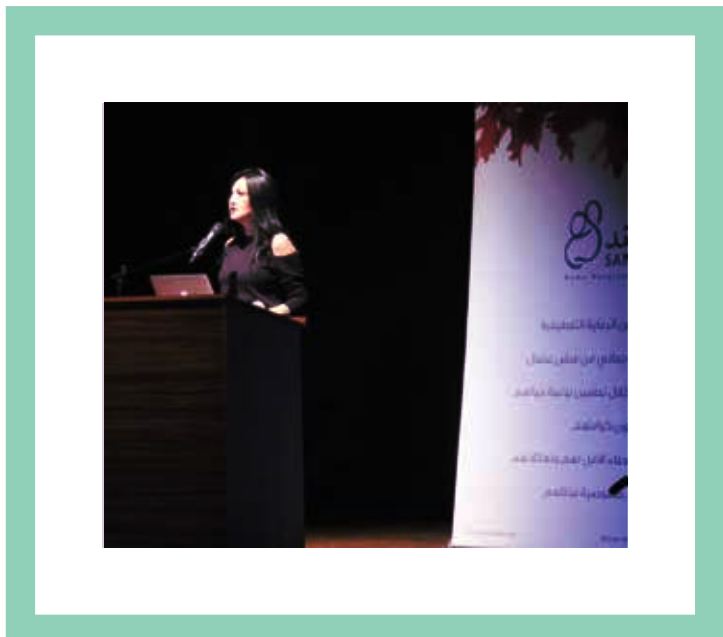
Sources of Funding: 84% Unrestricted 16% Restricted

Distribution of Funds: 79% Service expenses 21% Admin expenses

Fundraising and Management Unit

Activities ● ● ●

In partnership with The Palace theatre, SANAD has organized in April 2019, for the fourth time a Music and Poetry night in Beirut featuring the Lebanese musician Charbel Rouhana and the Tunisian poet Anis Chouchene.



A Heartfelt Thank You From SANAD



As part of their commitment towards initiatives that have substantial and positive impacts on the well-being of different communities, in 2017, Zain the leading regional mobile telecommunications company and Huawei the international communication company, had very kindly supported the operations of SANAD in providing hospice care support services for its patients and their families.

We are deeply grateful to both companies for their sustained support since 2017.

Funds generously granted by Zain and Huawei have enabled the organization to sustain its operations and allowed it to support more patients in Greater Beirut and Mid-Beqaa during these trying times that Lebanon is going through.



What You Need to Know About Palliative & Hospice Care



History and Approach



Dame Cicely Saunders with a patient | Credit: St Christopher's Hospice

The history of modern palliative care goes back to 1967 when it was first initiated at St. Christopher hospice in England.

Cicely Saunders; the founder of this movement, created the concept of “total pain” which revolves around the need to identify and address not only the physical aspect but also the psychological, social, spiritual and practical aspects which interact to influence patient’s health. It follows a patient-centered, family oriented approach that aims at improving the quality of life of patients and their families.

Hospice Care

Palliative care started as what is known by Hospice Care. It is a philosophy and model of care that holds the same pillars of palliative care while focusing on the end of life phase mainly the last 6 months of life.

Hospice care is a comprehensive holistic care that focuses on symptoms management, in addition to psychosocial and spiritual support to enable patients to maintain their dignity and quality of life.

Hospice care treats the person and family rather than the disease and affirms life, neither hastens nor prolongs death.

Support and comfort care measures are provided to empower patients to live as fully and comfortably as possible.

Palliative Care

Palliative care is an extension of hospice care. Over time the concepts and spectrum of palliative care evolved to become wider and more inclusive. Palliative care should be provided:

| To relieve suffering caused by any severe illness be it chronic such as cancer or heart failure, etc. or acute such as major trauma or infectious diseases and pandemics such as COVID-19

| Regardless of how advanced the condition is and from the time of diagnosis,

| At any setting of care including community and home settings, general and specialized hospitals, outpatient clinics, long-term settings and nursing homes.

According to the International Association for Hospice & Palliative Care (IAHPC) “Palliative care is the active holistic care of individuals across all ages with serious health-related suffering due to severe illness, and especially of those near the end of life. It aims to improve the quality of life of patients, their families and their caregivers.”

Barriers to Palliative & Hospice Care

Although palliative care has shown to improve the quality of life, reduce unnecessary hospitalization and the use of health services, several factors have been acting as barriers to palliative care.

According to WHO, barriers to palliative care include:

- Overly restrictive regulations to access and prescribe morphine and other essential controlled palliative medicines
- Lack of training and awareness of palliative care among health professionals
- Cultural taboos related to talking about the notion of death and dying
- Misconceptions about palliative care; including believing that palliative is only applicable to the last weeks of life, cancer patients, and indicates giving up on the patient.

Successful efforts to enhance access to high quality palliative care can only be multi-layered targeting the various aspects that influence a healthcare system whether it is policy and finance, education, advocacy, research, etc. Policy makers need to exhibit stronger commitment towards integrating palliative care into the healthcare system and the educational curricula of healthcare disciplines.



The global need for palliative care will continue to rise due to the increasing burden of non-communicable diseases and ageing populations.

"Each year, an estimated 40 million people are in need of palliative care, 78% of them people live in low- and middle-income countries.

Worldwide, only about 14% of people who need palliative care currently receive it. Currently, fewer than 10% of patients who need palliative care in low and middle-income countries receive it. "

- WHO

Situation of Palliative & Hospice Care in Lebanon

Over the past ten years, several healthcare institutions and organizations established palliative and hospice care models that provide services at hospital and home settings, yet Lebanon is still in dire need for more palliative and hospice care services.

Several national achievements occurred at the policy level over the past ten years which helped advance the situation of palliative care in Lebanon; the latest in 2019, in which the Lebanese Ministry of Public Health issued a Decree No 1/447 that defines the criteria for the reimbursement of palliative care services in hospital and home-based settings by the Ministry. This is a fundamental step towards integrating palliative care into the Lebanese healthcare system hoping that other healthcare coverage bodies will follow suit.

Further achievements are still needed at different levels to progress palliative care in Lebanon amid several other competing national health priorities and in a setting where resources are limited.

National Achievements in Palliative Care

2011: MoPH issued a Decree No 1/486 to establish the National Committee for Pain Relief and Palliative Care.

2013: MoPH issued a Decree No 1/1048 that adds palliative care as a medical specialty recognized in Lebanon.

2019: MoPH issued Decree No 1/447 that defines criteria for reimbursement of palliative care in hospital and home based settings.

Role of SANAD

SANAD as a stakeholder in palliative and hospice care is playing a fundamental role in enhancing access to palliative care. We have been aiming at increasing the number of patients we are serving by increasing the number of our team members. Over the past ten years we were capable of growing our team and providing care for almost 1000 patients and their families.



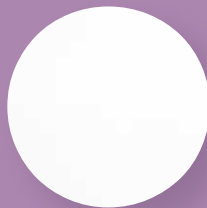
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We have laid dad to rest precisely a month back and I finally got the courage finding the words to thank you. I don't know how we would have gotten through dad's last and final days without you. You've seen nothing but death yet you made dying easier; not only that but provided dad with love care and compassion that he knew he was well looked after. Although we wish we have known you earlier you were the blessing in our family when we needed it the most. As you excel your work in every way possible I only hope low profiled hospitals and vulnerable patients can get the chance to acknowledge your efforts in early stages to avoid further pain and suffer. We were one of the luckiest families to know you although for a very short period, we want to spread the word and make it possible that every person in need knows there is an outstanding team to support them by all means. To us you're an absolute proof that angels do walk among us. Thank you.

- A Patient's Family



Our Projects



Projects in Lebanon

Lead by the Quality, Research, and Development Unit, SANAD is playing a local and regional role in enhancing palliative care by technically supporting the establishment of new palliative care service models and building the knowledge and capacity of healthcare professionals and students in palliative care.

Supporting the Establishment of Palliative & Hospice Care Services

Under the auspices of MoPH and in partnership with the World Health Organization (WHO), SANAD has technically supported “Ain Wazein Medical Village” (AWMV) to establish the first home hospice service in the Chouf district. During 2019, AWMV clinical team comprised of nurses, physicians, social workers and psychologists, attended a five day workshop/training delivered by SANAD team.

A 5 day training workshop was delivered via interactive sessions and covered assessment and management of pain and other physical symptoms and psychosocial issues, care of imminently dying, communication, mental health and quality aspects in palliative care. The theoretical training was followed by an eight day competency-based practical observership during which AWMV team rotated with our team while conducting home visits.



The practical observership also involved conducting case discussions and attending interdisciplinary team meetings. In addition to the training, we also supported AWMV in developing their home hospice program organogram, staff job description, clinical and operational policies, assessment tools, documentation forms and indicators. The pilot phase of the home hospice service started in November 2019 during which our team accompanied AWMV team in their home visits for technical support for a period of three months.

During this period, we aimed at (1) supporting AWMV team to provide high quality patient centered and family-oriented home hospice care, (2) evaluating the service using a competency-based approach and clinical and operational indicators, and (3) identifying challenges facing the program and ways to address them to ensure successful implementation of the project.

A Testimony from AWMV's General Manager



Date: 18/05/2020

Our experience with SANAD in home palliative care have *made a significant impact* to our experience with advanced chronically and terminally ill patients, and emphasized the continuity of care between the inpatient and the home care settings.

This program was significant in reducing the amount of burden for the caregiver and family. Patients would have the chance to stay comfortable at home, provided with all medical and nursing needs were provided at home until last hours of their life.

Results from our experience:

Better understanding of the concept behind hospice and palliative care in Lebanon and creation of a supportive environment, advocating for patients' rights in Lebanon and in the region.

Education to patients and their families is provided on how to deal with their illness and its reality

Holistic approach to hospice care, addressing any medical, social and psychological challenges that face patients and their families.

Staff Self-Evaluation about their confidence to perform palliative care specific interventions.

Adequate number of visit and enough time given for patients and family:

Palliative care team had full information about the program and accordingly gave education for patients and families about the process of care, providing bereavement and grief counseling.

Thank you for your assistance

Sincerely

General Manager

Dr. Zouheir El Imad



Projects | Lebanon

A Testimony by WHO Lebanon Country Office

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“Over the past couple of years, WHO Lebanon Country Office worked closely with the MOPH and with specialized local nongovernmental organizations in order to support the enhancement of quality hospital- and home-based PC services in Lebanon.

We are proud of the partnership that we have established with SANAD, where they successfully implemented numerous WHO projects that aimed at enhancing palliative care in Lebanon. Their team showed utmost commitment and dedication, conveying professional ethics of the highest standards.

In the coming years WHO Lebanon Country Office will collaborate with SANAD on new projects that aim at making palliative care services affordable, accessible and sustainable under Universal Health Coverage.”

- Dr. Iman Shankiti

Representative for the WHO
Lebanon Country Office

WHO and SANAD bring palliative care to the forefront of patient support



WHO Lebanon supported the implementation of a Palliative Care (PC) project in collaboration with SANAD the Home Hospice Care Organization as implementing partner. The project encompassed three components; finalizing the establishment of a hospital-based PC service at Rafic Hariri University Hospital (RHUH) in Beirut, establishing a home-based palliative care service at Ain Wazein Medical Village (AWMV) a hospital in Mount Lebanon, and supporting the Children's Cancer Center of Lebanon (CCCL) team in conducting support groups.

The project was successful in finalizing the establishment of a palliative care service at the RHUH through different training and shadowing stages. A noticeable culture change was witnessed where many of the oncologists are now readily referring patients who are benefiting from the services of the well-trained multidisciplinary PC team.

At AWMV, the palliative care team has been trained by SANAD on home-based palliative care, and a system has been established to manage the newly developed service. The PC team started conducting home visits for their palliative care patients in the Chouf area of Mount Lebanon.

In the third component of the project, SANAD built the capacity of CCCL's team members in running and leading support group discussions for their staff in order to alleviate the stressors of their work that usually cause staff burnout. Palliative care has been explicitly recognized under the human right to health, for this reason WHO Lebanon will continue its support to palliative care projects in order to make this service available and accessible to all those who need it in Lebanon.

Introducing Students to Home-Based Palliative and Hospice Care

In order to support healthcare professionals in building their skills and experience in palliative and hospice care, SANAD was approached by several educational institutions to provide a clinical platform for students to conduct their practical observership or practicum as part of their educational degree requirement.

We aim from such collaborations and experiences to introduce palliative and hospice care to future healthcare professionals, sensitize and increase their interest in home-based palliative and hospice care; a relatively novel and unique specialty and practice setting in Lebanon, and mainstream the patient-centered, family oriented approach when caring for patients with advanced conditions. Over the past few years, we have been privileged to take part in shaping the experiences of our future doctors, nurses and social workers.

Beirut Arab University-Faulty of Medicine
 Started in 2018
 5th year medical students rotating with SANAD medical doctors.



American University of Beirut-Hariri School of Nursing
 Started in 2019
 3rd year nursing students rotating with SANAD nurses.

Lebanese University-Department of Social Work
 Started in 2019
 Social work master students undergoing their practicum at SANAD.



Testimony by a Nursing Student

“

It was one of the best things in the course. Home visits were new to me especially the ones for palliative and hospice patients. This experience was very sentimental to me and moving. I was amazed to see how people in their weakest moments view the nurse as their angel and source of support. Nurses within SANAD are like family to patients. It was also really interesting to see the details that the nurses work on for patients like the type of pillow or even quilt, where they want the patients to be extremely comfortable in their last moments”.

...It was honestly, the most interesting rotation.

The way the nurse had established a relationship with the patient and his family members is beyond; she was somehow considered as part of their family. It was really interesting and beneficial which made me realize how important it is to have such care services in Lebanon and making them available to the population, especially the disadvantaged people.

Third Year Nursing Student
American University of Beirut

Testimony by Social Workers

“

I thought that working with palliative patients is not very different from working with regular patients until I touched that practically with SANAD where all the standards and expectations were reversed. With SANAD, you touch the sense of empathy and humanity.. although my humble experience in intervening with and supporting patients from different medical situations, here when you are preparing a family for the loss of their beloved one you find yourself speechless and unable to express! Here, the nurse is not like any nurse! She is the mobile angel moving between homes embracing the patients and their families and alleviating their pain.

Here, when you find the families awaiting the arrival of the nurse on pins and needles to ask for everything that comes to their mind. Here, you can see a family expressing that they wait the arrival of the nurse to see the smile of their beloved patient. Besides that, the psychological care provided by SANAD that seek to relieve their emotional pain, remember them with their strengths and present the first door that can be knocked when any negative thought invades their mind such ending their lives due to the big stress they are going through, as a result, it leads them safely to bid farewell to their beloved ones with peace and comfort!

On a personal level, when choosing palliative care as a subject for my thesis I was a little bit afraid and criticized by many people who do not know literally the meaning of this work! But after my internship I am so glad to be sharing my experience and the value of this brave work!

Thank you. You are the SANAD in word and deed!

Master Students in Social Work
Lebanese University



"حين دخلت ذلك البيت برفقتها شعرت برهبة ما.. لا ادري ان كان قلقا او خوفا او قلة معرفة.. كيف سأصرف ماذا سأقول في محضر عائلة على مشارف توديع عزيز لها و انسان يقضي اخر ايام حياته بين الأدوية و الآلام وكل ما يمكن ان يجول بقلبه قبل الرحيل .. دخلت قبلي بابتسامتها اللطيفة و كلماتها الهادئة ربتت على كتف اخت المريضة و سألتها عن احوالها.. كان لحضورها بين افراد ذلك المنزل ارتياح كبير، شاهدته بلهفتهم لاستقبالها لسماع كلماتها لسؤالها كل ما يشغل تفكيرهم عن حال عزيزهم.. لتسبق دمعهم كلمات الشكر والرضا ولتعبيدها هي لهم كلمات دعم و تعزيز و تأكيد ان لا شكر على واجب.. ولأصفها بكلمة واحدة ، هي رحمة متنقلة بين بيوت المرضى وأسرههم.. الممرض / ة في فريق سند..

وفي حجرة المرضى تراها تخفف من الامهم و تقوم بمتابعة ادويتهم و شؤونهم الصحية.. قد تشاركهم النكات و الضحكات و قد تعانقهم حين تهم الدمعات ان تنزل او يبدا الغضب على محياهم لانهم قلقون او يتألمون و قد تقول عنهم ما لم يقولوه فيدركون انهم ليسوا وحيدين..

هي تعرف ما تقول وما تفعل تعرف تماما انه ليس فقط من مهمتها مداواة الأم جسدهم.. فالروح والقلب كذلك لهم منها نصيب..

وحين يلزم هي تعلم تماما ايضا ان زميلة لها على اهبة الاستعداد لتقديم خدمة نفسية متخصصة هي حق لهم و ليست رفاهية.. في يومي الاول معها.. شهدت على قصة عظيمة.. شاب عاش الفقد فقيدين.. ام و اب.. انتشلتته هي من بين الافكار السوداء و الرغبة والتخطيط للرحيل ايضا.. فعاد يخطط للحياة.. شاهدها ايضا تلاطف العم الذي فقد شريكة عمره منذ شهور قليلة و يستعد هو للرحيل ايضا لذات السبب الخبيث.. الا انه في ذلك اليوم كان يستعد بفرح لاستقبالها معدا" لها كوب اليانسون الذي اعتاد ان يكون في جلستهم الاسبوعية ثالثهما..

وفي ذلك المكتب الانيس، وفي اخر النهار حين يجتمعون، كخلية النحل تجدهم يعملون.. يتناقلون اخبار المرضى و تطور اوضاعهم بتعاون و تكامل مثير للاهتمام.. وللتفاصيل اهمية بالغة لديهم.. يتشاركونها باجتماعهم الاسبوعي و يتعلمون منها الدروس..

الحقيقة أنني وكمتدربة مرافقة لفريق سند استطعت ان اختبر معنى ان تكون سندا حقيقيا لمن يحتاج.. بشمولية تنصف جميع النواحي الانسانية الصحية منها والنفسية والاجتماعية وكذلك البعد الروحي.. فعلاً ان لهم من اسمهم نصيب.."



Projects | Lebanon

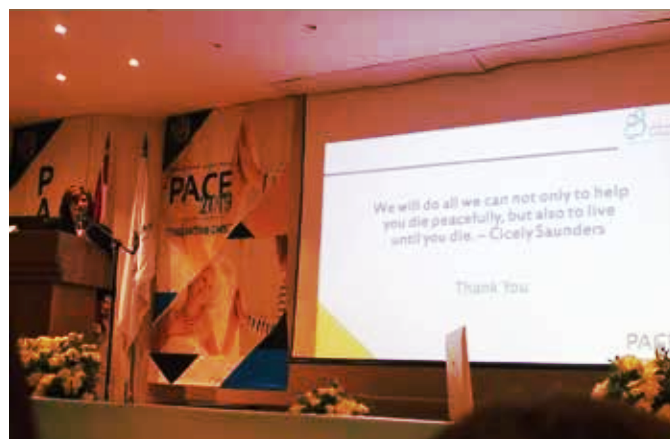
Building the Capacity of Healthcare Professionals in Palliative & Hospice Care

During this year our team presented in several conferences and workshops providing healthcare professionals with latest evidence about the palliative and hospice care approach and practices.

Patient Assistance and Care Excellence Congress (PACE)

In May 2019 and as part of the PACE congress that was held at the Notre Dame des Secours University Hospital, we presented a session entitled “Home Hospice Model: From Beirut to Beqaa” that shed light on SANAD's services, model and growth over the past years. This session aimed at sensitizing the audience about palliative and hospice care and its elements and the experience of building a home hospice model in Lebanon. As part of the same congress, we also conducted two workshops that covered (1) pain assessment and management and subcutaneous lines and (2) care of the imminently dying.

In July 2019 and as part of the PACE Continuous Training “Training in Psycho-Oncology and Psychosocial Support in Oncology”, our nursing and mental health team conducted a four hour session that targeted psychologists and covered the assessment of physical and psychological symptoms in palliative and hospice care.



Adapting a Caregiver Evaluation Tool

In an effort to assess and improve the quality of the hospice care we provide, SANAD decided to adopt a caregiver evaluation tool that assesses the satisfaction of caregivers with the care provided.

Since an Arabic hospice specific evaluation tool was not available, SANAD decided to adopt and adapt the Consumer Assessment of Healthcare Providers and Systems Hospice Survey; known as CAHPS-Hospice Survey, that is validated and used in the United States.

The survey consists of 45 multiple choice questions and measures 8 main hospice care aspects; “communication with the family”, “getting timely help”, “treating patient with respect”, “emotional and spiritual support”, “help for pain and symptoms”, “training family to care for patient”, “rating of the hospice” and “willingness to recommend the hospice”.

Following the Agency for Healthcare Research and Quality translation guidelines, the survey was translated and culturally adapted by a team of experts.

The survey was tested with six caregivers for comprehension and overall understandability using cognitive interviews. The final version was piloted in February 2019. The survey is sent to caregivers two months after the patient passes away. The survey response rate was 62.4%. The results of the surveys are aggregated and being used as quality indicators to improve our services and will also be used to assess the reliability of the tool in Arabic.

Al Shahid Association Workshop

In December 2019, we participated in Al Shahid Association Scientific Day that was attended by doctors and nurses, during which our team presented four sessions covering main aspects in palliative and hospice care: introduction to palliative and hospice care, communication skills, breaking bad news and caring for the imminently dying.

”

ان لقائي مع جمعية سند كان تجربة مميزة بحد ذاتها. لقد قدموا لنا مساعدة تلبية عالية الجودة، وكانوا فريقا داعما، متفانيا، معطاء، وأعادوا الي الأمل بوجود مؤسسة لبنانية جدية، مهنية و انسانية، كانوا فعلا سند لنا.

الشيئ المميز هو الاجابة السريعة الى طلب المساعدة خاصة عند الحاجة و معاملة الفريق بلطف و احترام للمريض و الكلام بصراحة عن المريض مع العائلة. كانت كل الطرق مقطوعة بسبب المظاهرات لكن الممرضة حرصت على تخطي العقبات و الوصول الى والدتي لمساعدتها.

سمات التعامل مع سند اتسمت باللطف والمحبة والإحترام والإحترافية لأقصى حد. شكراً جزيلاً.

– شهادة كريمة من عائلة مريض

Projects In the Arab World

Enhancing Palliative & Hospice Care in the Arab World

In an effort to strengthen palliative and hospice care in the Arab world, Zain telecom is funding projects that focus on different aspects of palliative and hospice care including supporting service delivery, capacity building and research in Kuwait, Jordan and Lebanon.

In Kuwait

We are technically supporting “Al Sidra Association for Psychological Care of Cancer Patients” to establish the first home hospice program for adult cancer patients in Kuwait. During 2019, Al Sidra clinical team consisting of nurses, physicians and psychotherapist attended a five day training workshop delivered by SANAD team. The theoretical training was followed by a three weeks competency-based practical observership during which the team rotated with SANAD team while conducting home visits. The practical observership also involved conducting case discussions and attending interdisciplinary team meetings. We also shared our knowledge and experience with Al Sidra administrative staff covering human resource, administrative, and fundraising aspects.



We also supported Al Sidra team in developing their program assessment tools, documentation forms and indicators. The home hospice program led by Dr. Amina Al Ansari initiated their services in July 2019. The team is conducting home visits to support cancer patients and their families. During 2020, our team will be shadowing the clinical team to provide technical support and facilitate the pilot phase of this service.

Testimonies from the Kuwait Hospice Team



التدريب كان حازه روعه بجد.
 خليط بروفشنال وشامل وميسر مع التطبيق العملي والمناقشات المستمرة.
 استطيع القول انه فعلا انار الطريق واعطي الثقة الكامله لنا في
 التعامل مع مرضى الرعاية التلطيفيه بالمنزل من دون اي خوف او تردد.
 شكرا من القلب لكل من فكر وساعد ونفذ هذا التدريب.
 واتطلع للتعاون المستمر معكم في مهد مشوار الرعاية التلطيفيه المنزليه بالكويت.
 شكرا لكل فرد في فريق سند لمساندته لنا في فترة التدريب. التدريب كان مميز جدا و مفيد.
 المحاضرات و مناقشة الحالات و زيارة المرضى في المنازل كانوا مفيدين جدا.
 تعلمنا روح الفريق كيف تكون من فريق سند الرائع شكرا جزيلاً لك.

In Jordan

In an effort to sensitize psychologists, counselors, and social workers and emphasize the significance of mental health care as an integral component of palliative and hospice care, our Mental Health Unit held a two day workshop in Jordan in collaboration with the Mental Health and Psychosocial Support (MHPSS) Working Group. The workshop was attended by twenty four participants and covered a wide range of topics specifically selected to demonstrate the importance of embedding mental health care in the holistic provision of palliative care.

Participants were introduced to communication skills; psychological and psychosocial issues in palliative care; assessment tools and clinical management approaches; the role of mental health professionals; children within palliative care and self-care within the interdisciplinary team. The workshop hosted the Head of Palliative Care Unit at the King Hussein Cancer Centre who gave an overview on the status of palliative care in Jordan. Participants were highly engaged and invested in the novel content of the workshop, tapping into their own experiences on personal and professional levels.



Exchanging Experiences with Palliative Care Professionals in Jordan

SANAD and King Hussein Cancer Center collaborated to exchange knowledge and experiences in home palliative and hospice care. KHCC home palliative care team; physician, nurse and social worker, had a 2 weeks practical observership at SANAD's Beirut office during which they rotated with our team. Both teams discussed cases and shared experiences covering clinical as well as non-clinical aspects of palliative and hospice care.



Professional Development of Our Team



Professional Development of Our Team

Memberships

Striving for professional development SANAD has sought membership in various international organizations that provide access to the latest international evidence based knowledge, initiatives and activities in palliative and hospice care taking place all over the world. We are members in the following bodies:

UICC: Union for International Cancer Control

Founded in 1933, the UICC mission “is to unite and support the cancer community to reduce the global cancer burden, to promote greater equity, and to ensure that cancer control continues to be a priority in the world health and development agenda. The UICC rapidly increasing membership base of over 1100 organizations in more than 170 countries, represents the world’s major cancer societies, ministries of health and patient groups and includes influential policy makers, researchers and experts in cancer prevention and control.

IAHPC: International Association for Hospice & Palliative Care

The IAHPC has its origin in the International Hospice Institute, founded by Josefina Magno, MD, in 1980. The IAHPC serves as a global platform to inspire, inform and empower individuals, governments and organizations to increase access and optimize the practice of palliative care.

WHPCA: Worldwide Hospice Palliative Care Alliance

The WHPCA is an international non-governmental organisation focusing exclusively on hospice and palliative care development worldwide. It is a network of national and regional hospice and palliative care organisations and affiliate organisations. Its mission is to foster, promote and influence the delivery of affordable, quality palliative care.



CAPC: Center to Advance Palliative Care

The CAPC has its origins in the late 1999. The CAPC is a national organization in the United States dedicated to increasing the availability of quality health care for people living with a serious illness. As the nation’s leading resource in its field, CAPC provides health care professionals and organizations with the training, tools, and technical assistance necessary to effectively meet this need.

Professional Development of Our Team

Conferences, Workshops, and Diplomas

During this year and as part of staff professional development, SANAD team has also attended several international and local conferences and workshops covering various aspects including palliative and hospice care, quality and safety in healthcare and person centered care.



16th World Congress of the European Association for Palliative Care"-4 Day International Conference in Berlin



Person-Centered Care a New Healthcare Model Conference by Bellevue Medical Center



7th Annual Congress Quality & Safety in Health Care - Leading Sustainable Change by the Lebanese Society for Quality & Safety in Health Care

Professional Development of Our Team

Conferences, Workshops, and Diplomas



The SFAP's 25th Annual Congress



First Regional Palliative Care Conference



SANAD's Nursing Director Mrs. Zeinab Zebara Receiving a Palliative Care Diploma from the Arab Open Academy for Palliative Care



Professional Development of Our Team

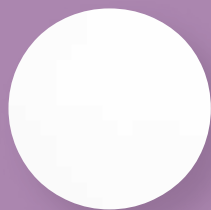
Strategic Planning Retreat

SANAD held a strategic planning retreat with its board of directors and all staff members. The aim of the retreat was to celebrate our successes and collectively build our future vision for SANAD.

The planning and implementation of the whole process was kindly facilitated by Nabil Hassan from “Development and Beyond” who volunteered his time and effort to support SANAD in building its strategic plan. The process included a rich discussion taking us through SANAD's story, analyzing our organizational life cycle, creating our strategic pillars that will guide all units' plans; in addition to filling out the organizational capacity assessment tools, enabling us all to identify our strengths and weaknesses, and align our priorities and next steps.



Our Service in Review



Our Service in Review

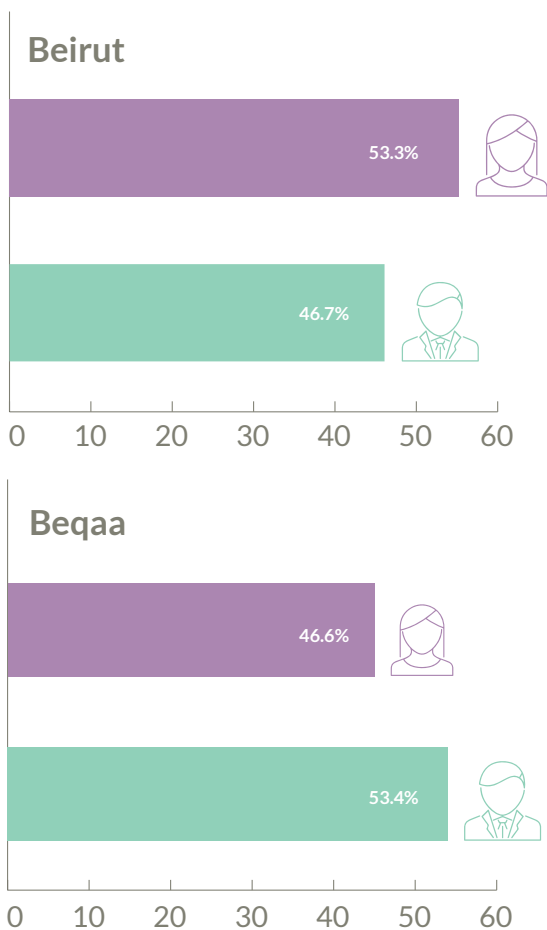
Number of Patients Cared for & Admitted to SANAD

SANAD took care of 347 patients including 300 patients who were admitted in 2019 and 47 patients who remained under the care of SANAD from 2018.

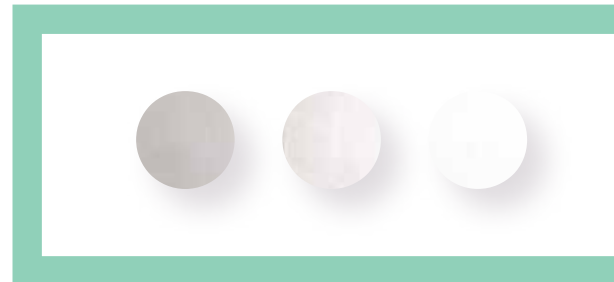
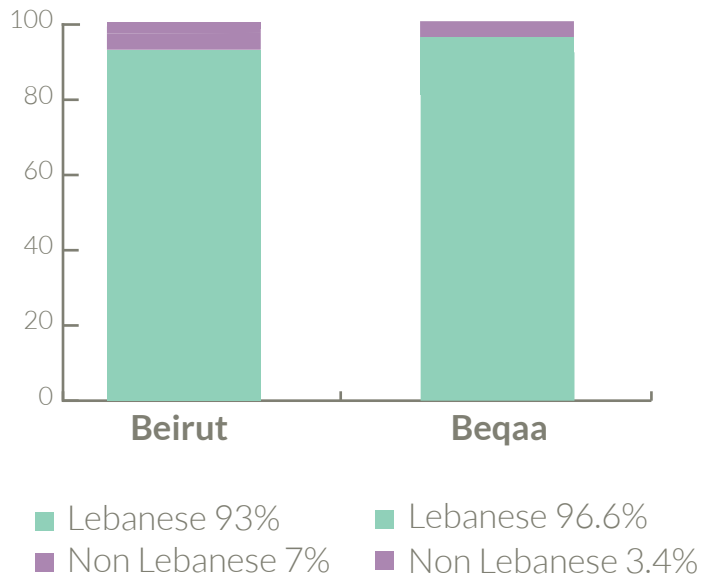
In Beirut (Greater Beirut) 242 patients were admitted during 2019.

In Beqaa (Mid Beqaa) 58 patients were admitted during 2019.

Gender Distribution of Patients Admitted

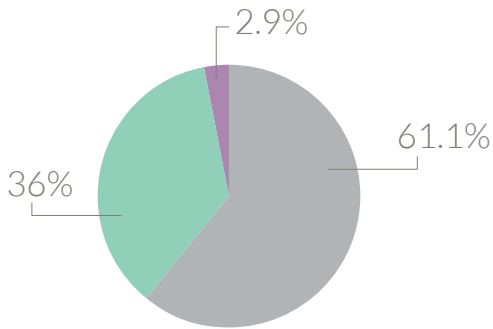


Nationalities of Patients Admitted

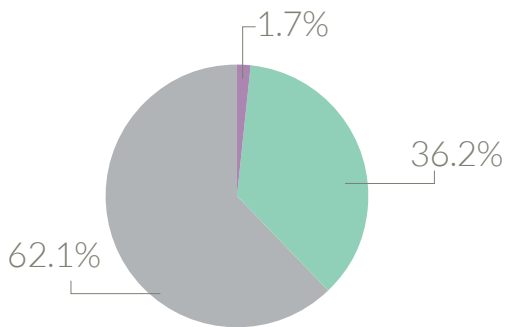


Age Distribution of Patients Admitted

Beirut

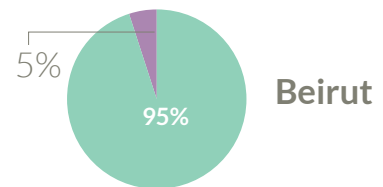


Beqaa

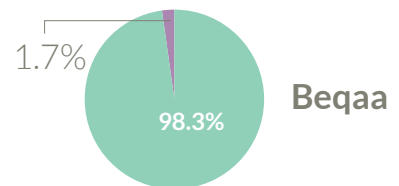


■ < 36 years
 ■ 36-65 years
 ■ > 65 years

Diagnosis of Patients Admitted



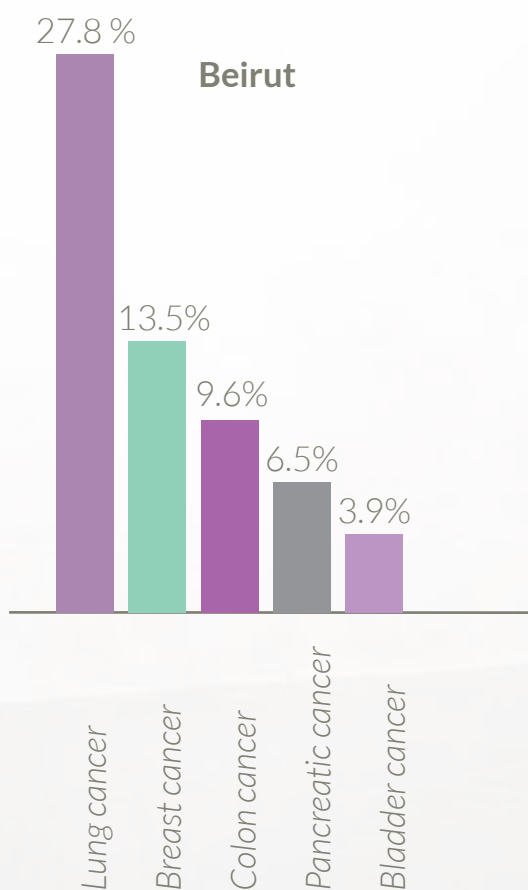
Beirut



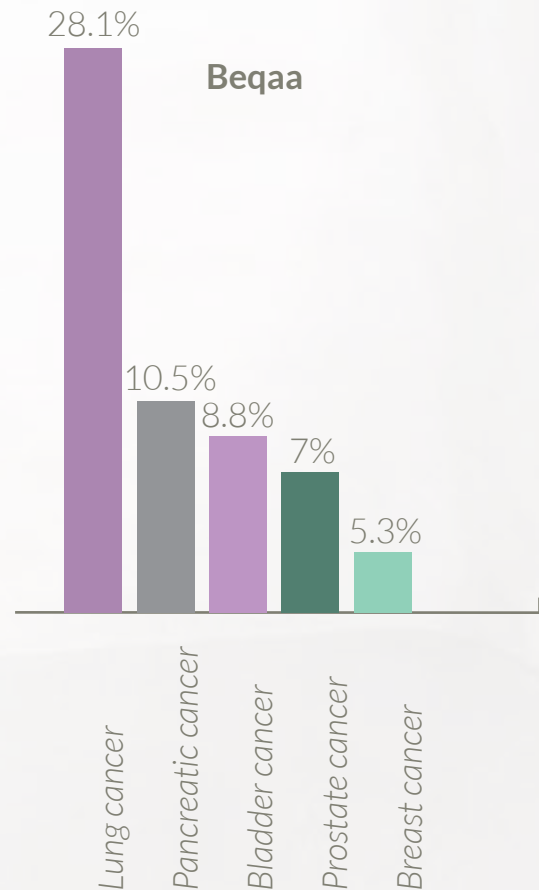
Beqaa

■ Cancer
■ Non-cancer

The Five Most Common Types of Cancer



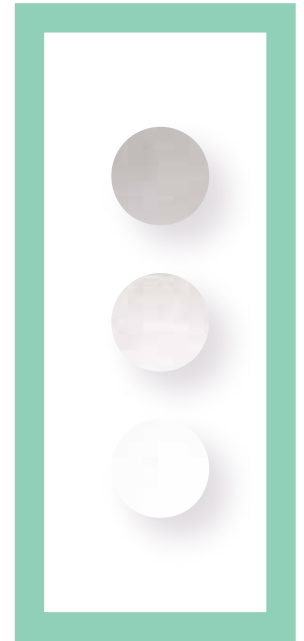
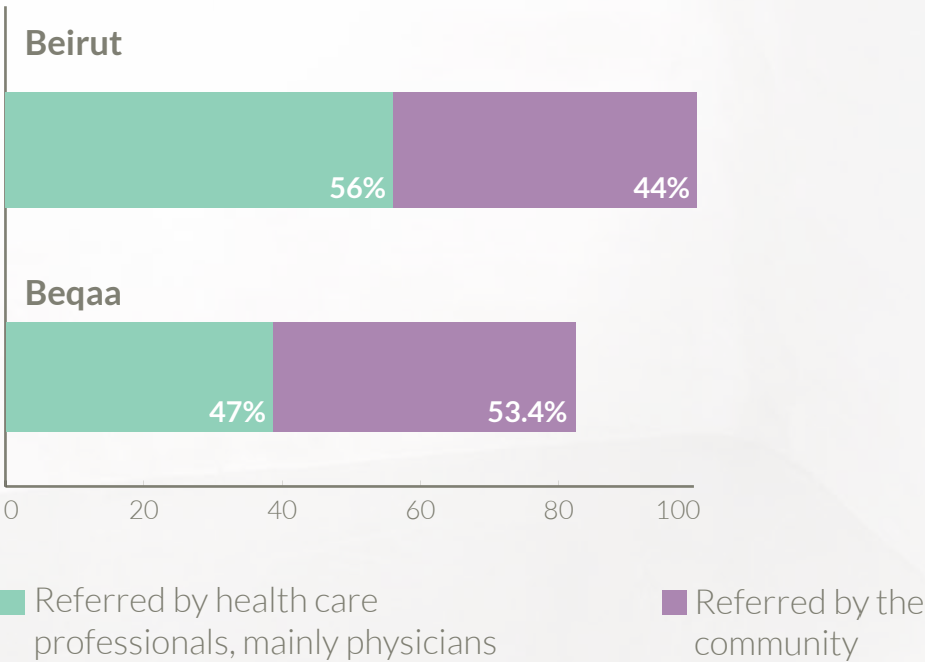
Beirut



Beqaa

Our Service in Review

Sources of Patient Referrals to SANAD



Patients' Awareness of their Diagnosis and Prognosis

In Beirut, upon admission 66.1% of patients were aware of their diagnosis ;of which only 37.7% of them were aware that their disease is life limiting.

In Beqaa, upon admission 52.6% of patients were aware of their diagnosis; of which only 40% of them were aware that their disease is life limiting.



Admission Response Time

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

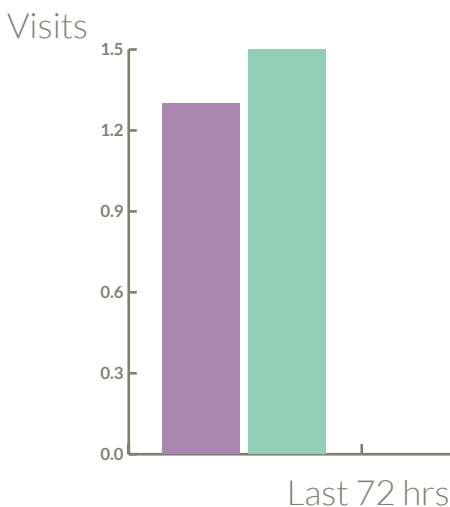
In Beirut 90% of patients referred to SANAD were visited by the nursing team at home within 48 hours of referral. 7.4% of the patients were visited after 48 hours of referral however these patients were referred during a weekend and did not have any active symptoms.

In Beqaa 100% of patients referred to SANAD were visited by the nursing team at home within 48 hours of referral.

TOTAL NUMBER OF VISITS			
		Beirut	Beqaa
YEAR 2019	Number of RN* Visits	2339	576
	Number of MD* Visits	333	293
	Number of Psychologist Visits	168	2

* RN Registered Nurse
* MD Medical Doctor

Average number of visits in the last 72 hours



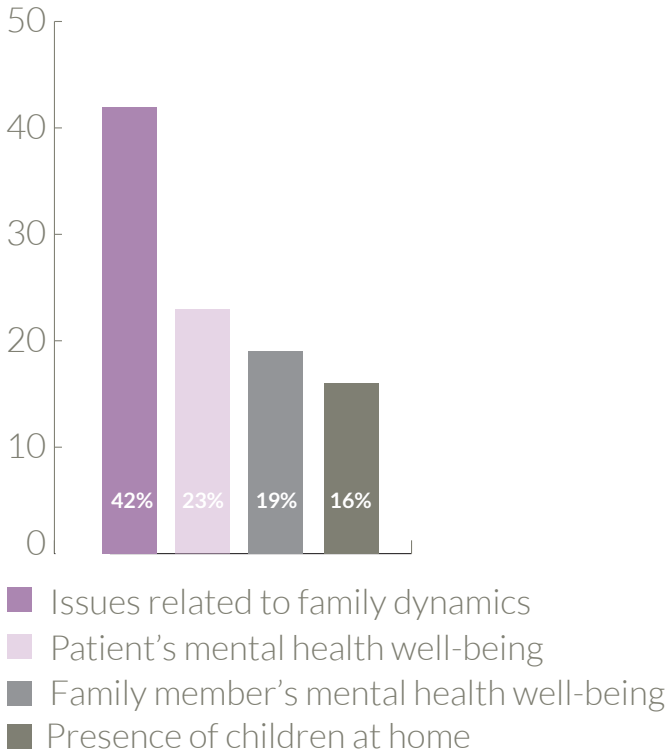
■ **Beirut= 84%** of patients were visited on average 1.3 visits by the nursing team during the last 72 hours.

■ **Beqaa= 80%** of patients were visited on average 1.5 visits by the nursing team during the last 72 hours.

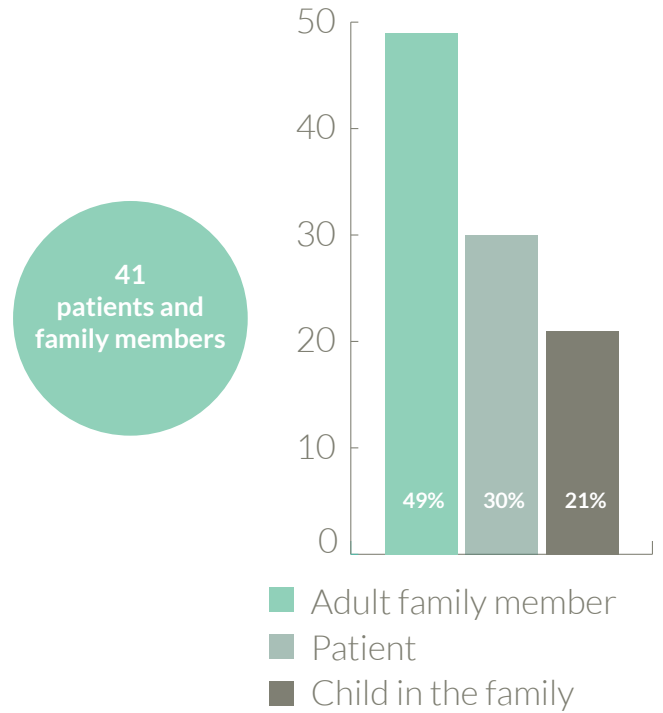
Our Service in Review

Clinical Psychological Support

Main Reasons for Referral to Psychologists



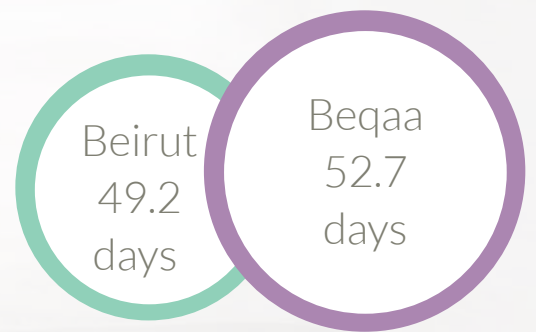
Percentage of Patients and Family Members Cared for by the Psychologists



Length of Stay Under SANAD Care

Beirut Patients who passed away during 2019 stayed on average 49.2 days under the care of SANAD.

Beqaa Patients who passed away during 2019 stayed on average 52.7 days under the care of SANAD.

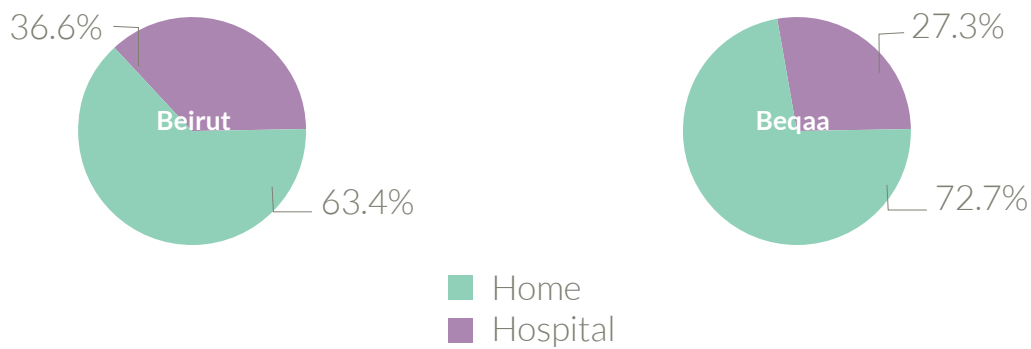


Our Service in Review

Place of Death in 2019

Beirut 63.4% of patients passed away at home while only 36.6% at the hospital. Of those patients who passed away at the hospital, 49.3% were referred by SANAD to the hospital due to critical medical condition that necessitated a hospital admission according to SANAD's policy, and 36% passed away at the hospital due to their families' preference.

Beqaa 72.7% of patients cared for by SANAD passed away at home while only 27.3% at the hospital. Of those patients who passed away at the hospital, 41.7% were referred by SANAD to the hospital due to critical medical condition that necessitated a hospital admission according to SANAD's policy, and 33.3% passed away at the hospital due to their families' preference.



Bereavement Visits

Palliative and hospice care continues after patient's passing to support caregivers with their grieving throughout the bereavement phase. Majority of families; 95.6% in Beirut and 97.7% in Beqaa, were visited by SANAD for condolences. Caregivers who are at risk for complicated grief are followed up by SANAD psychologists.



Our Service in Review

Bereaved Caregiver Evaluation Survey

SANAD evaluates the satisfaction and quality of the care we provide via our adapted CAHPS Hospice survey that is sent to our bereaved caregivers.

In 2019, we received 77 surveys that showed a high level satisfaction with the care they received:

- 92.8% of caregivers reported that SANAD team always communicated effectively with the family.
- 92.2% of caregivers reported that their beloved person always got timely help from SANAD team.
- 98.7% of caregivers reported that SANAD team always treated their patient with respect.
- 88.2% of caregivers reported that they received the right amount of emotional and spiritual support.
- 87.7% of caregivers reported that their beloved person definitely received help for their pain and symptoms.
- 92.4% of caregivers reported that they definitely received the training to care for their beloved person.
- 84.4% of caregivers rated the care their beloved person received from SANAD as 9 or 10 on a scale from 0 to 10.
- 96.1% of caregivers reported that they are definitely willing to recommend SANAD to others.



SANAD's nurse was an exceptional nurse. She is so professional and skilled. She also demonstrated high proficiency in building a relationship with the patient based on trust and respect. She is so tactful and discreet as well as so skilled in her job. I can never forget how she used to enquire, regularly ask my mom and especially when she was really doing badly. She passed by to see her at the hospital too and checked on her. Her advice was invaluable to us. It happened that she was also there where my mom lived her last hours and I can never forget how she called me and asked me to come so gently. Thanks to her I was with my mother during her last few minutes before she passed away! My gratitude to her is immense. She is undoubtedly skilled but she is such a human and empathetic person. Only this combination makes professional work in such fields shine! Thank you to her! Thank you to all the team! Beautiful work!

- A Kind Testimony by a Patient's Daughter

Meet Our Team



Founding and Board Members

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; L.L.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, co-founder and member of the executive committee of the Brand Protection Group (president 2013-2015). He is a contributor to the drafting of many laws and regulations, a lecturer and trainer at universities, the Institute of Finance-Basil Fuleihan Institute and the Lebanese Army Command and Staff College. He was a first aider at the Lebanese Red Cross (1986-1993), and lastly, author of "La Croix des Années Rouges."

Dr. Muna Khalidi

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

Dr. Khalidi is a social development expert with 20 years of experience in social development work in Lebanon and in the Arab region. In addition to her work experience in the public sector, her experience spans other sectors such as NGOs, INGOs, the UN, academia and media sectors.

Dr. Thurayya Arayssi

MD / Board Member

Dr. Arayssi is an associate professor of medicine at the Weill Cornell Medical College in Qatar. Her area of specialty is in rheumatology and geriatrics. She is also the associate dean of Graduate Medical Education at the same institution. Dr. Arayssi has authored or coauthored more than 60 papers, abstracts, book chapters and has presented multiple seminars and lectures at regional and international conferences.



Founding and Board Members

Mr. Elie Aaraj

BSN, MS Community Health / Board Member

Mr. Aaraj is a co-founder and the Executive Director of the Middle East and North Africa Harm Reduction Association (MENAHRRA). He is also serving as the President of the Regional/Arab Network Against AIDS in the Middle East and North Africa Region – RANAA. Mr. Aaraj is the Founding President of the Order of Nurses in Lebanon, and the founder of the SIDC Association (Soins Infirmiers et Développement Communautaire).

Carol Mansour

BA in Sports Medicine/Psychology / Board Member

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

Dr. Rabih El Chammay

MD / Founding member

Dr. Rabih El Chammay is a psychiatrist, working in diverse settings that range from clinical work to teaching, training, supervising and conducting consultancies for the UN, INGOs and NGOs in Lebanon and the Arab region. He is currently the focal point for health and human rights at the Ministry of Health and the mental health advisor for International Medical Corps, Lebanon.

Team Members

Medical Team



Dr. Salam Jalloul

MD - Medical Director

As a family physician and geriatrician who studied at the University of Rouen, France, she has been a practicing physician for more than 20 years in France and Lebanon, and completed her Palliative Care Certification from the University of Lyon in 2014. She is a member of the Order of Physicians in Lebanon and is a founding member and the current president of the Lebanese Geriatric Society. Dr. Jalloul has been recently appointed as a member on the Palliative Care Committee and an associate at the Department of Family Medicine at the American University of Beirut Medical Center (AUBMC).

Team Members



Dr. Marwa Saleh

MD, Medical Coordinator and Consultant - Beirut Office

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.



Dr. Jospheh Kahhale

MD - Beirut Office

Dr. Kahhaleh worked as an emergency physician and assistant surgeon in the operating theatre. With several years of experience in research, he was appointed at AUB in 2000 as a Research Associate on a component of the burden of disease in Lebanon and worked for World Health Organisation (WHO) on several research projects as principal investigator. He is an instructor at the Faculty of Medicine at AUB, and a lecturer in Medicine and Public Health and Health Management at the Lebanese University's Faculty of Public Health and Faculty of Dentistry. He is also a member of the Lebanese Order of Physicians.



Dr. Rosa Rhimi

MD - Beqaa Office

Dr. Rhimi's professional experience began as a Family Medicine Specialist at the Miguel Enriquez University Hospital and Wilfredo Perez Polyclinic in Havana, Cuba . She has been practicing in Lebanon since 1992. She is a member of the medical staff in the Department of Family Medicine at AUBMC and of the Lebanese Order of Physicians, the Lebanese Society of Family Medicine, the Cuban Order of Physicians and the Cuban Society of Family Medicine.

Team Members

Nursing Team



Zeinab Zebara

RN - Nursing Director

Before joining SANAD in 2013, Ms. Zebara worked as a nurse in the Obstetrics and Gynecology and Oncology Department at AUBMC. She participated in a number of statistical research studies in different disciplines including children's asthma, geriatric complications, pressure ulcers, and domestic violence. She is certified in administration of chemotherapy under the Nursing Skills Competency Program at AUBMC. Ms. Zebara is the Supervising Hospice Nurse at SANAD.



Saria Gerges

RN

After graduating in 2007 from the Lebanese University with a BS degree in nursing, Saria worked at St. Charles Hospital in the surgical and intensive care units until 2009. She then worked at AUBMC for seven years in the Obstetric Gynecology (Oncology, Gynecology) department. She has a certificate from the National Collaboration Prenatal, Neonatal Network and another certificate on acute pain. During her years at AUBMC, Saria was a member of the Pain Committee at the hospital. She was also awarded the Best Ob-Gyn Registered Nurse. She has been a member of SANAD since April 2016.



Hamsa Bou Hadir

RN

Mrs. Bou Hadir attained her BS degree in nursing from the Lebanese University in 2012. She worked at Sacré Coeur Hospital for a year and then moved to Levant Hospital where she worked for two years. Mrs. Bou Hadir completed her nursing studies at the Lebanese University, after which she became a surgical Registered Nurse for two years at la Clinique du Levant. She has also served as a pediatric RN at Sacre Coeur Hospital. In March 2017, she joined SANAD as a hospice nurse. She is passionate about working with and supporting terminally ill patients, which motivated her to become part of SANAD's team.

Team Members



Elie Mcheik

RN

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.



Afdouk Raad

RN

After graduating from the Lebanese University with a bachelor's degree in nursing sciences in 2000, Ms. Raad worked at a cardiac surgery ward for a period nearing 18 years, during which she worked on her Masters in palliative care at the Lebanese University in 2018. She joined SANAD in 2018.



Firas Lababidi

RN

Firas Lababidi holds a Bachelor of Science in Nursing and a Master's degree in Gerontology from the Lebanese University. After his graduation in 2013, Mr. Lababidi joined Hammoud Hospital University Medical Center as an Intensive Care Unit nurse. In 2015, Firas was appointed as a team leader at the Coronary Care Unit. Mr. Lababidi joined SANAD as a hospice nurse in June 2019.



Rasha Zouki

RN - Beqaa Office

After graduating from the Lebanese University with a bachelor's degree in Nursing Sciences. Ms. Zouki joined the Libano Francais Hospital where she served for 12 years as a Medical-Surgical Registered Nurse. She recently joined SANAD to serve as a hospice nurse in the Mid-Beqaa office.

Team Members

Mental Health Team



Hiba Salem

Head of Mental Health Unit

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

After graduating from the Lebanese University in 2009, with a BA in Psychology, Chantale Khadra obtained her Masters Degree in Clinical Psychology in 2012 from the University of Balamand.

Under the supervision of Professor Leila Chikhani, Ms Khadra completed four years of training in Analytical Psychotherapy. Throughout her career she has attended drama therapy and interpersonal psychotherapy trainings at the University of Colombia. Her practice relies primarily on her clinical experience with patients of all ages and from different backgrounds. Mrs. Khadra had previously worked as a psychotherapist and a mental health consultant in different local and international NGOs in Lebanon.



Zeina Ramadan

Psychologist

Ms. Ramadan underwent her clinical training in the American University of Beirut Medical Center after completing her Master's degree (MSc) in Clinical Mental Health Sciences in University College London and her Bachelor's degree (BA) in Psychology in the American University of Beirut. She is also a published researcher who has interests in human rights for refugees, women, and sexual minorities. Ms. Ramadan joined SANAD in October 2019 as a hospice psychologist.

Meet Our Team

Team Members

Quality, Research, and Development Team



Farah Demachkieh

Head of Unit (Quality Research and Development-QRD)

Ms. Demachkieh holds a bachelor's degree in Nursing Sciences from the American University of Beirut and has 10 years experience in nursing clinical practice in emergency and sports medicine fields both in Lebanon and Qatar. She pursued her master's degree in public health in 2017 with focus on health promotion and community health from AUB. Her recent public health experience focused on operational research targeting disadvantaged populations in addition to process evaluation and needs assessment at primary health care settings.



Ahmed Kassab

Quality and Research Officer

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.



Mira Obeid

Quality and Training Officer

Mira has completed her Bachelor of Science in Nursing (BSN) from AUB in 2013 with distinction and was awarded the Penrose Award. She is currently pursuing her Master's degree in Palliative Care (MsPC) online with the University of Maryland, Baltimore. Mira has worked as a registered nurse in the Intensive Care Unit (ICU) in the American University of Beirut Medical Center (AUBMC) from 2013 till 2018, and then joined SANAD in 2018 as both a hospice nurse and a member in the Quality, Research and Development (QRD) unit. After working for a year and a half as a hospice nurse, she has recently left the direct clinical work and currently fulfills the position of Quality and Training Officer as part of the QRD team.

Team Members

Fundraising and Administration 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 is also involved in inter-unit technical projects. Mr. Abdou holds a master's degree in economics from Université Saint-Joseph in Lebanon and is currently undergoing his PhD studies in macroeconomics.



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.



Talar Kokjian

Fundraising Assistant

Ms. Kokjian is a Business Administration graduate from Haigazian University. She holds a Fundraising and Development Foundations certificate from the University of California, Davis. She has an extensive experience in the field of communication and marketing in the private sector. Ms. Kokjian joined SANAD as a fundraising assistant in March 2019.



Rana Ramadan

Fundraising Assistant

Ms. Ramadan is a Political science/Human Relations graduate from Concordia University Montreal with more than 4 years experience in community development initiatives. Most notably during those years, she organized a Tedxtalk and interned at the United Nations Headquarters in New York. She eventually moved back to Lebanon where she joined SANAD's team as a Fundraising officer in September 2018.

Meet Our Team

Team Members



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.



Michleen Khalaf

Administrative Assistant - Beqaa Office

Ms. Khalaf is a Business Administration graduate from Antonine University with more than six years of experience in Accounting and two years of experience as a field officer with the Middle East Council of Churches. She joined SANAD's team in October 2018 as an Administrative Assistant in the Beqaa Office.



Najah Raya

Graphic Design & Social Media Officer

Ms. Raya is a Biochemistry graduate from the Lebanese University, Faculty of Sciences and a fashion design graduate from Creative Space Beirut. 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.

Logistical Support Team



Bilal Bachir



Ali Al-Sayed

Mr. Al-Sayed and Mr. Bachir provide logistical support for the Hospice Care Team in the field.

Support Us

Bank Transfer

BLOM Bank France

Account Name: SANAD

SWIFT Code: BLOMFRPP

Bank Address: BLOM Bank France, 21 Avenue
George V, 75008 PARIS, FRANCE

IBAN: FR25 1759 9000 0126 0041 7671 U24

BLOM Bank Lebanon

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

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Non Lebanese Credit Cards

Visit

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Lebanese Credit Cards

Visit

www.zoomaal.com/projects/74600/SANADSustainability

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Mobile: +961 71 587 941

Beqaa Office

Mobile: +961 71 486 215

E-mail Us

info@sanadhospice.org

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info@sanadhospice.org

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