



**Living well
with serious
illness.**

**That's the goal
of palliative care.**

**It's what
we do.**

**2025
IMPACT
REPORT**



I am thrilled to be able to return to working more actively with the Balsam team. Stepping back into a day-to-day engagement with this remarkable group of people has been an invigorating experience. It is a privilege to once again work shoulder-to-shoulder with colleagues who bring such incredible passion and dedication to this important work.

The growth of palliative care across the entire region in the last year alone has been remarkable. Nationally, despite significant challenges, we have witnessed expansion of services and the formal establishment of professional societies at both the Lebanese Order of Physicians and the Order of Nurses in Lebanon. On a regional level, governments committed to the integration of palliative care into their health systems by approving a ground-breaking resolution at the Regional Committee meeting of the World Health Organization in Cairo, which led to the initiation of the process of building a regional palliative care association. Members of Balsam played important roles in all these initiatives, and we are proud to be a part of that story.

None of this progress would be possible without our support systems: Our team, our board, our donors, and our partners. Our endurance is a testament to the importance of our mission and the commitment of our many partners within the palliative care community. The inspiration and guidance we receive from global partnerships (most notably from St. Jude Global Children's

Research Hospital and ALSAC) have been instrumental in our journey. Being an active participant in this global network amplifies our impact and reminds us that we are part of a larger movement bringing essential compassionate care to the sick and the suffering.

As we celebrate these accomplishments, we are firmly focused on the future. Towards the end of the year, Balsam board and team came together to define a clear path forward. We are already actively working on developing and implementing ambitious projects in 2026. We will be strategically growing our team to enhance our capacity, refining our internal processes to work smarter, and strengthening our communication strategies. We are also exploring new and creative ways to engage our supporters and collaborators and are actively developing new strategic partnerships to extend our reach.

The foundation we have built together is strong, and the road ahead is full of promise. Thank you for being a part of this journey.

With gratitude,

Hibah Osman, MD, MPH



Message from the President

Page 5	<u>Impact at a Glance</u>
Page 8	<u>Patient Stories</u>
Page 13	<u>Advocacy & Awareness Efforts</u>
Page 17	<u>Capacity Building Initiatives</u>
Page 20	<u>Research Contributions</u>
Page 22	<u>Professional Development</u>
Page 25	<u>Other Milestones</u>
Page 29	<u>Acknowledgment & Appreciation</u>
Page 31	<u>Who We Are</u>
Page 33	<u>What We Do</u>
Page 38	<u>Board & Governance</u>
Page 42	<u>How to Support Balsam</u>

Table of Contents

Impact at Glance



New Admissions	212
Patients Supported	275
Total Patients supported since 2015	2,060

Key Figures

Word of mouth	49%
Physicians	26%
Other palliative care providers	20%
Other	5%

Source of Referral

Regular support	78%
Distance support	19%
One-time visits	3%
Cancer diagnosis	69%
Cardiac diagnosis	3%
Neurological diagnosis	14%
Pulmonary diagnosis	1%
Other diagnoses	13%
Lebanese	94%
Other nationalities	6%
Age > 65 years	69%
Age 18-65 years	24%
Age < 18	7%
Female	57%
Male	43%

Patient Characteristics

Impact at a Glance



“Alia was a blessing from above, always ready to assist at any time of the day. She provided us not only with medical expertise, but also with moral support. Thanks to her palliative expertise, we knew how to handle tough situations.” [Daughters of H.A.](#)

“When Balsam entered the picture, my aunt found peace. They took away the fear and panic and terror that come when night approaches. My aunt knew she was in good hands with Balsam, and she found comfort.” [Anonymous](#)

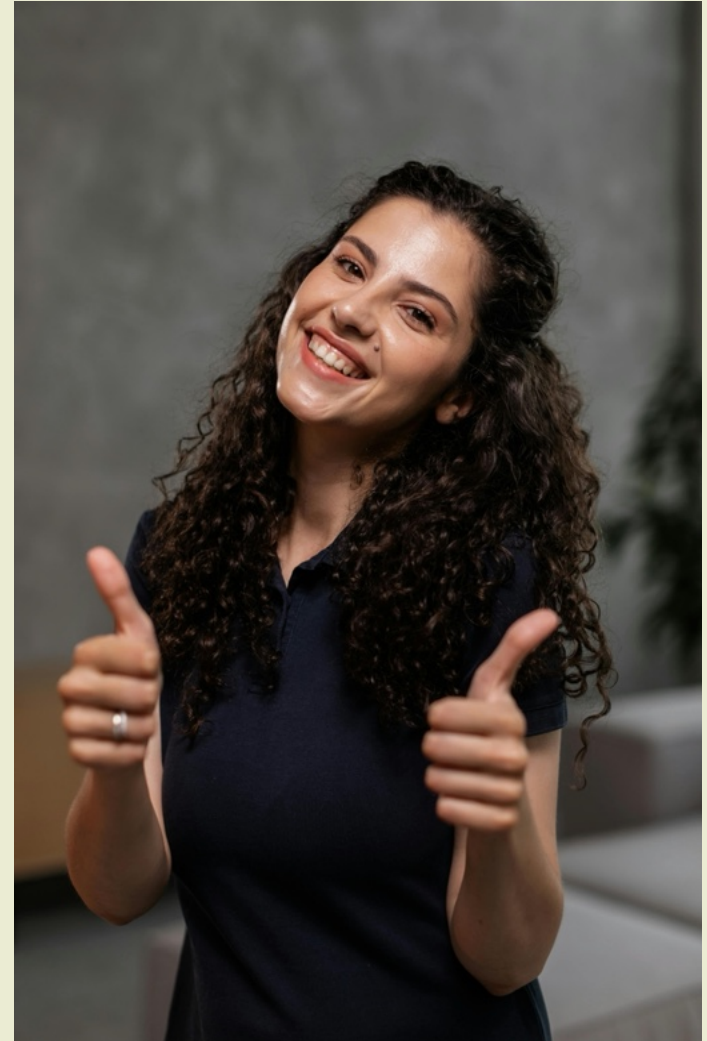
“Ce que fait Balsam est absolument formidable. La peur de l’inconnu, la peur de mal faire seraient une épreuve insurmontable s’il n’y avait pas des gens comme vous pour aider les malades et leurs familles. Je vous suis infiniment reconnaissante .” [P.B.](#)

Translation: What Balsam does is truly wonderful. The fear of the unknown, the fear of doing something wrong would be overwhelming if it weren't for people like you who support patients and their families. I am infinitely grateful to you.

In satisfaction surveys routinely conducted by Balsam, **patients and families consistently report high levels of satisfaction**, as reflected in their feedback on:

- The effectiveness of symptom management.
- The emotional support provided.
- The clarity of communication, including how the patient’s condition is explained and how families are involved in care decisions.
- The team’s availability and responsiveness.

Patients/families are also encouraged to share suggestions on how we can further improve our services.



Impact at a Glance | Testimonials

Patient Stories



She was only 3 years old when she was diagnosed. While other kids were playing, she was getting chemotherapy. While other kids were studying, she was getting radiation and blood transfusions.

With the support of a wonderful medical team committed to treating her cancer, she pushed through and responded. With the support of her loving family, she kept her spirits up and found joy. With every relapse, they all crashed; but then they picked themselves up again and went back to treatment.

But the cancer kept coming back; each time more aggressively. By the time she was 14, it had reached her brain. Treatments became more challenging and hospital admissions more frequent – for infections, for transfusions, for pain. The last admission was after a fall she had at home; she broke her arm.

Elissar knew what she wanted. She didn't want that transplant; she didn't want to be in the hospital. More than anything else, she wanted to attend the wedding of her favorite aunt, wear her beautiful dress, and celebrate the day with the people she loved.

At Balsam, we take supporting people like Elissar very seriously. We are in the business of keeping patients as

functional as possible, no matter how advanced their disease. We're in the business of maintaining dignity and comfort. We're in the business of supporting hopes and dreams, even under the most challenging circumstances. And so, we heard Elissar. When the wedding day approached, we helped manage her pain and get her out of the hospital. The cast would ruin her outfit, so she had it removed. And she went. And she danced...



Elissar's Last Dance

Patient Stories



When Roueida was diagnosed with advanced uterine cancer, she knew her journey would not be easy. But nothing prepared her for the complications that followed. She developed a fistula, leaving her incontinent and confined to her home. The physical discomfort was overwhelming; the emotional toll was even greater.

When Roueida came under the care of Balsam's multidisciplinary team, they looked beyond her diagnosis. They studied her case carefully and recommended a colostomy, an option that required courage, especially in the context of advanced cancer. Roueida agreed.

The procedure changed everything.

For the first time in months, she regained control over her body. She could leave her home without fear. She could sit with guests. She could smile again.

Most importantly, Roueida was able to attend her daughter's wedding.

That day, dressed beautifully and seated among family and friends, she was not a patient. She was a mother celebrating a milestone she once feared she would miss. The colostomy did more than manage a symptom; it restored her dignity and gave her back a moment that will live forever in her family's memory.

Roueida's Enduring Dignity



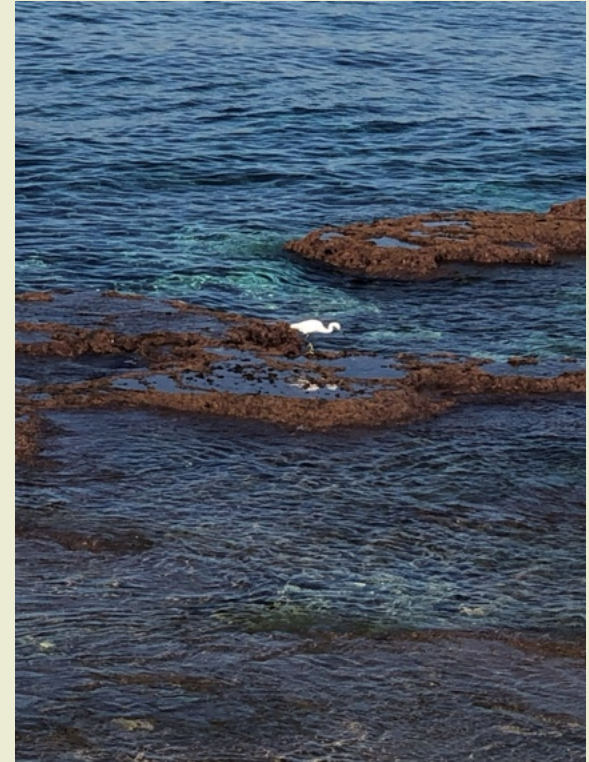
For two years, Mohamad Mainy's world had narrowed to the distance between his home and medical clinics. Living with advanced cardiac failure, his only outings were to doctor's appointments. Hospitals, waiting rooms, and tests defined his routine. Yet during many visits, he would quietly repeat the same wish: "I just want to go out somewhere... just once."

When Mohamad came under the care of Balsam, the team focused first on what mattered most: stabilizing his symptoms. His medications were carefully optimized. Breathlessness and fatigue were better controlled. He was provided with the appropriate medical equipment, including oxygen support, ensuring he could move more safely and comfortably.

As his condition improved, the team did not forget his wish. Balsam worked closely with his family to make it possible. They assessed the medical risks, ensured his oxygen needs were secured, adjusted medications for the day of the outing, and guided the family on how to monitor him safely. With reassurance and practical planning, what once felt impossible became achievable.

And so, with his family by his side, Mohamad went to the Beirut Corniche. He sat facing the Mediterranean, feeling the breeze he had missed for so long. He ate his favorite pizza slowly, savoring every bite. For a few precious hours, he enjoyed the sea, the air, and the simple freedom of being outdoors.

The outing did not change his diagnosis. But it transformed his quality of life. By stabilizing his condition and empowering his family, Balsam helped turn a quiet wish into a lived moment. It was a reminder that palliative care is not only about treating illness, it is about restoring possibility, dignity, and connection to life beyond the walls of a clinic.



Mohamad's Day by the Sea



Nancy was young, vibrant, and known for her unwavering smile. Even after being diagnosed with advanced breast cancer, she approached her illness with determination and clarity. She followed her treatment plans meticulously, asked questions, and insisted on understanding every option available to her.

When Nancy was referred to Balsam, what she found was not only medical support, but a team that listened. From the beginning, Balsam's multidisciplinary team made one thing clear: Nancy's voice mattered most. Through open and honest conversations, she was given the space to explore her fears, her hopes, and ultimately, her priorities. The physicians managed her symptoms carefully, ensuring she remained physically comfortable. The nurses provided continuous guidance. The psychosocial team supported her emotionally, helping her process difficult decisions with confidence and calm.

As her illness progressed, Nancy began reflecting on what quality of life truly meant to her. With Balsam's guidance, she weighed the benefits and burdens of continuing aggressive treatment. She was never rushed. Never pressured. Instead, she was empowered with clear information and compassionate counseling. When Nancy

decided to stop active treatment, it was not an act of surrender, it was an informed, thoughtful choice. Balsam ensured her decisions were documented, respected, and clearly communicated to all caregivers.

But Nancy's independence did not end there. One of Nancy's most personal decisions was choosing where she wanted to spend her final days. She decided she would pass away in the hospital, believing it would spare her family the emotional and practical burden of managing her death at home. Balsam honored that choice fully, coordinating with hospital staff to ensure continuity of care, comfort, and respect.



In her final days, Nancy remained surrounded by support, not only medical, but human. Her pain was controlled. Her wishes were upheld. Her autonomy remained intact. Through Balsam's care, Nancy was not defined by her illness. She was a decision-maker, a mother planning for her children, a woman shaping her own story until the very end. Her journey reminds us that true palliative care does not take control away, it gives it back.

Nancy's Courage

Advocacy & Awareness Efforts



November 2025 – Balsam participated in the **Lebanese Society for Pharmacoeconomics and Outcomes Research (LSPOR) meeting on Integrating Home & Palliative Care in Lebanon's UHC Vision**, held under the patronage of HE Dr Rakan Nassereddine, Minister of Public Health, and where Balsam President Dr Hibah Osman delivered a presentation on *The Economic Imperative of Palliative Care in Lebanon: A decade of Local Evidence and Future Pathways*. This milestone gathering brought together leading experts and stakeholders to advance the integration of home and palliative care into Lebanon's Universal Health Coverage framework, an essential step toward ensuring equitable, patient-centered, and sustainable healthcare for all.



October 2025 – Balsam participated in the **Lebanese National Palliative Care Day Conference**, themed "**Achieving the Promise: Universal Access to Palliative Care**" and held at the American University of Beirut (AUB), in collaboration with the Lebanese Palliative Society and

the Lebanese Association of Palliative Care Nurses. The event focused on the vital roles of healthcare providers, the government, and NGOs in ensuring communities receive necessary palliative care. Balsam Operations Manager Roula Doughan was among the featured speakers at the conference, joining home- and hospital-based palliative care pioneers from across the country.



October 2025 – Balsam Senior Palliative Nurse Alia Tabsh delivered a lecture on the importance of palliative care to **healthcare workers at Zarif Medical Center**, as part of the Lebanese **National Cancer Plan awareness-raising activities** and in collaboration with SANAD.

September 2025 – Balsam participated in the **Rafik Hariri University Hospital's Palliative Care Awareness Day** that hosted several other teams, including SANAD and SAWA. Besides raising awareness on palliative care, Balsam took this opportunity to interact with visitors and shed light on the important topic of pain management.

Advocacy & Awareness Efforts



June 2025 – Balsam Medical Director Dr Rana Yamout gave an online lecture on Why Palliative Care Matters, specifically addressed to psychologists and psychology students and enthusiasts. This was part of the Lebanese **National Cancer Plan activities for raising awareness** on palliative care and in collaboration with SANAD.

May 2025 – As part of the Lebanese **National Cancer Plan awareness-building activities**, Balsam representatives expounded the important role we play in the care of patients at a lecture organized by Nini Hospital, in partnership with the Lebanese Ministry of Public Health and in collaboration with SANAD.

May 2025 – Balsam participated in the **International College (IC) Community Impact Fair** “من المواطن المبادر إلى القيادي المثابر” and shared experiences with the students, providing them with real-world insights into the meaningful work being done to create positive change.

May 2025 – Balsam Medical Director Dr Rana Yamout and Balsam Advanced Practice Nurse Janane Hanna took part in the **30-year celebration of Excellence in Nursing Education** and the achievement of unconditional ACEN accreditation at the University of Balamand.



Advocacy & Awareness Efforts



April 2025 – Balsam Social Worker Hiba Makke gave a lecture on palliative care at the **Social Workers' Syndicate in Lebanon (SWSL)**. Also a part of the **National Cancer Plan activities for raising awareness** and in collaboration with SANAD, the lecture raised a lot of interest in the topic and was followed by a dynamic discussion.



February 2025 – Balsam President Dr Hibah Osman attended the **World Health Organization (WHO) Executive Board meeting** in Geneva as part of the International Association for Hospice and Palliative Care

(IAHPC) delegation. This was part of **advocacy efforts for the inclusion of palliative care in Universal Health Coverage and humanitarian emergencies and for improving access to opioids for pain management**. Dr Osman had the opportunity to deliver two statements on the floor and meet with members of other delegations who advocate for the integration of palliative care into health systems in low- and middle-income countries.

January 2025 – Balsam Operations Manager Roula Doughan gave a lecture on **Why Palliative Care Matters** at the Rotary Club of Beirut Cosmopolitan, as part of the **Lebanese National Cancer Plan awareness-building activities**, and in collaboration with SANAD.

Advocacy & Awareness Efforts

Capacity Building Initiatives



Ongoing – As part of the Lebanese American University (LAU) Chagoury School of Medicine Internal Medicine residency graduation requirements, trainees are expected to complete appropriate training and gain meaningful learning experiences. As part of our mission to enhance palliative care capacity in Lebanon and the region, Balsam signed an agreement with LAU to **offer a structured bimonthly one-week training program for those LAU students who are interested in community-based palliative care**. This program provides focused exposure to the daily operations of our home-based palliative care services, our interdisciplinary approach, and our core standards of patient-centered care.



Ongoing – Balsam Medical Director Dr Rana Yamout **conceived the new Palliative Care Online Diploma** of the American University of Beirut (AUB), which is designed to equip healthcare professionals of all backgrounds with the necessary knowledge and skills to provide compassionate, patient-centered care. Balsam team members Medical Director Dr Rana Yamout, Advance Practice Nurse Janane Hanna, Physicians Dr Karim Farah and Dr Aline Zakhem, and Social Worker Hiba Makke regularly contribute to the program by giving **lectures, participating in panel discussions, leading activities, and hosting participants during their clinical hours**.

Capacity Building Initiatives



October 2025 – Alongside Balsam Social Worker Hiba Makke, Balsam Medical Director Dr Rana Yamout and Balsam Advanced Practice Nurses Rebecca El Asmar and Janane Hanna delivered lectures in the **Palliative Care Nursing course organized by the Order of Nurses in Lebanon**. The lectures covered such topics as spinal cord compression, pain management, and loss and grief.



October 2025 – Balsam Social Worker Hiba Makke was a speaker in the **European Certificate of Essential Palliative Care (ECEPC) course** organized by the Lebanese Palliative Care Nursing Association, delivering a session titled “Loss and Grief.”

March 2025 – Balsam Physician Dr Joe El Khoury and Balsam Medical Director Dr Rana Yamout participated in the **French Society of Supportive and Palliative Care (SFAP) international webinar**, which focused on palliative care in crisis settings and featured experiences from Lebanon and Haiti. The Balsam model proved a valuable case study for tackling challenges and ensuring quality care despite crises and limited resources.

January 2025 – Balsam participated in the **Understanding Palliative Care conference** at the Bellevue Medical Center, where we shared knowledge and engaged with peers who are keen on becoming more involved in palliative care.



Capacity Building Initiatives

Research Contributions



Research in palliative care continues to advance, with providers actively contributing new insights that deepen and expand the existing knowledge base. The following publications reflect these ongoing efforts and the growing body of evidence in the field.



October 2025 – El Khoury, J., Yamout, R., Hanna, J., Rbeiz, K., & Osman, H. "[Shaped by crisis, rooted in community: Lessons from Lebanon's palliative care model](#)," *Palliative Care and Social Practice*, 19.

July 2025 – Rassam, R.S., Lion, R.R., Cherkaoui, S., Hessissen, L., Garcia-Quintero, X., et al. "[The first regional interdisciplinary paediatric palliative care \(PPC\) workshop for the Easter Mediterranean Region: a groundbreaking collective step for PPC integration](#)," *ecancermedicalscience*, 19:1948.

June 2025 – Wehbeh, Y., Yamout, R., Jia, Z., & Osman, H. "[Addressing the spiritual needs of patients with serious illness in Lebanon: Perspectives and practices of palliative care professionals](#)," *BMC Palliative Care*, 24, 166

Escobio, F., Shamieh, O., Osman, H., Aloudat, T., Shaher, B., Aboumayaleh, M., Alkarrat, Z., & Coghlan, R. "[Urgent call for the prioritisation of palliative care in Syria](#)," *The Lancet Global Health*, 13(6), e989.

March 2025 – Chahrour, R., Bannout, A., Majdalani, M., Yamout, R., Ismail, A., Raffoul, E.A., & Moukhaiber, J. "[The interpretation of the code status concept among pediatric health care workers, a multicenter cross sectional study across Lebanon](#)," *Frontiers in Medicine*. (Lausanne), 12, 1532724.

November 2024 – Sailian, SD., Hanna, J., Asmar, R.E., Bassila, J., & Yamout, R. "[Palliative Care in the Midst of Adversity: Insights from a Low-Income Country](#)," *Journal of Palliative Care*, 41(1), 8-14.

Research Contributions

Professional Development



Ongoing – Balsam President Dr Hibah Osman and Operations Manager Roula Doughan are both **proud members of the American Lebanese Syrian Associated Charities (ALSAC) Global Scholars Program**, which is a St. Jude Children's Research Hospital initiative that trains leaders from international childhood cancer foundations in fundraising, awareness, and healthcare management.

October 2025 – Balsam Operations Manager Roula Doughan completed the **Budgeting and Gift Pyramid course**, which helps fundraisers to set realistic goals and allocate effort efficiently across donor segments.

August 2025 – Balsam Senior Nurses Alia Tabsh and Chadia Fayad enrolled in the online 6-month **Fellowship in Palliative Care** organized **by the Institute of Palliative Medicine in Kerala**, India, which equips healthcare professionals with a comprehensive understanding of organizing palliative care services at the grassroots level. This learning opportunity significantly strengthened their professional capacity by deepening their knowledge of evidence-based palliative care, expanding their leadership and advocacy skills, and exposing them to regional and international best practices.

July 2025 – Senior Palliative Care Nurse Alia Tabsh attended the **7th Middle East Lung Cancer Congress** at the American University of Beirut (AUB), which addressed recent advances in understanding the pathophysiology of lung cancer and aimed to enhance multidisciplinary collaboration between various specialties involved in the care of lung cancer patients.



Professional Development



April 30-May 4, 2025 – Balsam Operations Manager Roula Doughan and Balsam Program Support Coordinator Maya Alam attended **POEM's 4th Scientific Meeting and the ALSAC Eastern Mediterranean Regional Conference** in Amman, Jordan. It proved an important platform for professional growth, enhancing their understanding of regional health challenges and collaborative solutions. The conference also offered extensive networking opportunities with international NGOs and regional health leaders.



February 2025 – Sponsored by the American Lebanese Syrian Associated Charities (ALSAC), Balsam Operations Manager Roula Doughan completed the **Fundraising for Small Nonprofits online course** by the Indiana University Lilly Family School of Philanthropy. The course focuses on practical fundraising strategies with limited staff and budgets.

Professional Development

Other Milestones



December 2025 – Balsam Advanced Practice Nurse Janane Hanna delivered her **annual presentation “Palliative Care in Lebanon”** at a workshop on Palliative Care and End-of-Life (EOI) Practices Around the World for French nursing students in Paris.



November-December 2025 – Lebanese artist Abed Al Kadiri offered to **donate part of the proceeds** generated from the sale of his mural, *The Fig Tree*, during his exhibition, “Close Your Eyes So You Can See Me,” at Galerie Tanit. Thank you, Abed!

November 2025 – From the 12th to the 15th, Balsam Physician Dr Joe Khoury and Balsam Advanced Practice Nurse Janane Hanna joined the **4th ICPCN International Conference on Children’s Palliative Care** in Manilla.



November 2025 – The International Children’s Palliative Care Network published *Heart Strings*, a moving collection of stories from families and organizations around the world, celebrating children, families, and the dedicated teams who support them through pediatric palliative care. Balsam is proud of being **featured in this book** and of the positive impact we have on the lives of children and their families in Lebanon.



Other Milestones



November 2025 – Balsam Medical Director Dr Rana Yamout contributed to an online panel on **Principles and Practice of Pediatric Oncology Care** organized by the Dorcas Cancer Foundation in Nigeria in collaboration with colleagues from St. Jude Children’s Research Hospital.

May 2025 – Balsam hosted two esteemed **guests from the American Lebanese Syrian Associated Charities (ALSAC)**, Senior Director of Foundation Engagement and Development Drew Phillips and Senior Regional Liaison for the Eastern Mediterranean Lama Najjar. Their visit was an opportunity to meet the team, showcase Balsam’s work, and discuss ways to strengthen collaboration between the two entities.



May 2025 – As **part of our fundraising efforts**, Balsam sponsored “عالأربعين”, a humorous and powerful play written by Dimitri Melki, directed by Shady Habr, starring Josiane Boulos and Mireille Panossian at Le Monnot theater.



May 2025 – Balsam gave a **presentation on the principles of palliative care** as well as our mission and operations to International College (IC) Grade 9 students, as part of their interdisciplinary end-of-year project. Inspired to make a difference, they organized a **bake sale** the next day, preparing every item by hand at home. Their dedication and generosity paid off, and **all proceeds from the sale were donated to support what we do.**

Other Milestones



April 2025 – Balsam Senior Nurse Chadia Fayad and Balsam Physician Dr Joe Khoury were key speakers at the **American Society of Clinical Oncology International Palliative Care Course (ASCO IPCC)** in Ethiopia. The course covered crucial topics including symptom management, psychosocial support, and comfort care.



February-March 2025 – During the month of Ramadan, Balsam deployed a widespread **fundraising initiative in partnership with Boubess Group**. We are deeply grateful for their support and for granting us access to their entire network of restaurants to run the campaign.

balsam BOUBESSGROUP

Embracing the Spirit of Giving this Ramadan

Balsam is excited to announce a fundraising initiative in collaboration with Boubess Group!

We are joining forces to make a meaningful impact in the community. Together, we can create positive change!

We're deeply grateful for this partnership.

Look out for opportunities to support our critical work at participating restaurants.

C-A-F-E CENTREVILLE **COZMO** **US DINO NAPOLETANA** **AVANTI** **Relais à l'Embrecht**
 PEZZERIA TRADIZIONALE RESTAURANT & PIZZERIA

DELAPASTEUR **MRKT** **MET** **BRASSERIA** **METROPOLE**
 HOTEL PASTEUR

Other Milestones

Acknowledgment & Appreciation



We would like to extend our sincerest thanks to the many individuals and organizations whose support makes our work possible. Their commitment and generosity help sustain our mission and enable us to continue providing compassionate palliative care to patients and families facing serious illness. We are especially grateful to:

Our incredible team, whose talent, resilience, and unity turn challenges into achievements and visions into reality.



Our patients and their families, who allow us into their homes and entrust us with what matters most to them... their lives.

Our generous donors, whose contributions have touched countless lives and helped us make a meaningful impact in the communities we serve.

Our international collaborators: the American Lebanese Syrian Associated Charities (**ALSAC**), **WHO Palliative Care Working Group**, WHO Regional Office for the Eastern Mediterranean (**WHO EMRO**), **WHO Expert Network**, International Children's Palliative Care Network (**ICPCN**), and International Association for Hospice & Palliative care (**AHPC**). Their involvement and support empower us to carry out our mission and realize our long-term vision.

Our supporters, whose involvement through the donation of time, resources, expertise, or energy makes an invaluable difference to our work.

Our volunteers, Hassan Kefel and Darine Bakkour, AUB students who supported us with essential data-cleaning work and introduced tools and processes that will help improve the efficiency of our operations in the years ahead.



Acknowledgment & Appreciation

Who We Are



We are a **multidisciplinary team** of medical doctors, highly skilled nurses, dedicated social workers, specialized psychologists, clinical pharmacists, and expert dietitians who believe that everyone deserves to live – and die – with dignity and without suffering. We're **committed to improving the quality of life of patients and their families** as they cope with a **serious illness** (see page 33).

We are also Balsam, a highly recognized pioneer non-governmental organization that has **spearheaded the development and delivery of palliative care in Lebanon and the region**. Our mission is to **offer free, at-home, holistic services** to patients dealing with life-limiting or life-threatening illness by providing medical as well as practical, social, psychological, and spiritual support.

Our vision is to ensure that palliative care becomes integrated into our healthcare system and consequently available and accessible to all people across Lebanon. All of our [capacity building](#) and [advocacy programs](#) and efforts aim to achieve this goal.

Who We Are

What We Do



Our goal is to relieve the suffering and improve the quality of life of patients and their families as they face serious illness. Towards that goal, we work to manage and alleviate pain and other acute physical symptoms; explain diagnoses, treatment options, and their risks and benefits; relieve stress and anxiety; help you plan for the future; connect you with necessary resources; and make your life easier in general.

We care for patients living with a wide range of serious and life-limiting illnesses, including:

- **Cancers:** All types, including leukemia and lymphoma
- **Cardiac Diseases:** Congestive heart failure (CHF), cardiomyopathy, and congenital heart disease
- **Chronic Lung Diseases:** Chronic obstructive pulmonary disease (COPD), pulmonary fibrosis, and emphysema
- **Neurological Conditions:** Alzheimer's disease, dementia, Parkinson's disease, amyotrophic lateral sclerosis (ALS), stroke, and multiple sclerosis (MS)
- **Organ Failure & Chronic Illness:** Kidney (renal) failure and liver disease
- **Other Serious Conditions:** Congenital anomalies, genetic disorders, and autoimmune diseases

What We Do



Once a patient is admitted into our care, an **individualized care plan** is developed by our interdisciplinary team to meet their needs. Balsam care usually includes **regular home visits** by one of our palliative care nurses, who assesses and manages the patient's symptoms and supports the family, under the supervision of our team of physicians. Our nurses and physicians are further supported by our specialized clinical pharmacists, dietitians, and social workers for optimal care. The frequency of nurse visits depends on the needs of the patients and may vary during the course of the illness. **We are accessible and available to our patients around the clock.**

We accept self-referrals as well as referrals from local physicians and prioritize them according to the urgency of the patient's needs:

- **Emergent:** patients who need to be admitted within 24 hours
- **Urgent:** patients who need to be admitted within 5 days
- **Routine:** patients who need to be admitted within 2 weeks

In 2025, 95% of emergent cases were admitted within 24 hours of referral and 90% of urgent ones were admitted within 5 days of referral.



What We Do



Patients admitted to this program generally have advanced serious illnesses that are progressive and expected to require increasing levels of care. They are further categorized as:

- High-Needs: patients with active symptoms or significant psychosocial needs.
- Stabilized: patients whose medical or psychosocial needs are minimal.

Patients are reassessed regularly to ensure they are **provided with the right support and visit frequency**. High-needs patients receive at least one scheduled nursing visit per week as well as emergency visits when needed, while stabilized patients requiring fewer interventions receive visits on need basis.

Our geographical reach remains limited, restricting this program to patients living within the Greater Beirut area and accessible for routine home visits.



Integrated Home Care



From the outset, Balsam has used telehealth to support patients and physicians outside Greater Beirut. Our **experience and research confirmed the value of this form of support**, and in 2015, we formalized it as Distance Support.

Wherever possible, this program may include an initial one-time home visit, but for the most part, patients along with their families receive guidance and support by phone, according to their preset care plan. Their assigned nurse is **available to them around the clock**.

Regrettably, Balsam is unable to offer emergency medical visits to patients in this program at present.

Distance Support

What We Do | Care Programs



For chronically-ill patients who are medically stable, our intervention might be confined to only one visit. The visit includes **patient assessment, management of medications, assessment of equipment needs**, and education of the family. Additional visits may be scheduled, depending on the needs of the patient and the availability of Balsam staff.

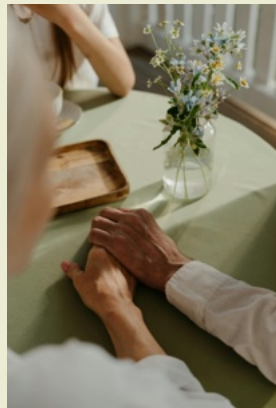


One-Time Visit

The palliative care needs of children, and their families are often quite different from those of adults. As the **only provider of home-based pediatric palliative care** in Lebanon, we provide family-centered care through our Integrated Home, Distance Support, and One-Time Visits programs to pediatric patients suffering from **life-limiting illnesses** (see page 33).



We have also partnered with the Children Cancer Center of Lebanon (CCCL) to improve the quality of life of children receiving cancer treatment and to **reduce unnecessary hospital visits** and support patients and their families in the comfort of their home.



Because everyone struggles with loss, our support for our patients' families does not end when life does. Should a patient receiving our care pass away, **our team continues to support and guide the family through bereavement and grief for a minimum of one year.**

Bereavement Support

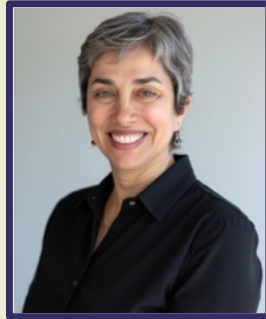
Pediatric Palliative Care

What We Do | Care Programs

Board & Governance



Balsam was delighted to welcome **Dr Hibah Osman** back to Lebanon and her role as President of the Board this year. A recognized leader in the field, Dr Osman's vision and expertise were instrumental in founding Balsam as well as the Palliative and Supportive Care Program at the American University of Beirut Medical Center. She is a senior palliative care physician at Dana-Farber Cancer Institute (DFCI) and an Assistant Professor of Medicine at Harvard Medical School. She contributes to the global advancement of the field as a member of the WHO EMRO Regional Palliative Care Network and the WHO Palliative Care Working Group, which she joined as a representative of the International Association for Hospice and Palliative Care (IAHPC). She brings renewed energy and vision and is eager to continue advancing and expanding palliative care in Lebanon.

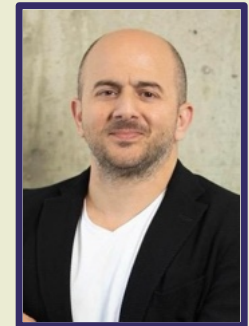


We are also pleased to welcome our new Board members: Mr Karim Safieddine, Dr Firas Abiad, and Dr Nuhad Yazbik Dumit, who bring expertise from distinct fields, enriching Balsam with diverse perspectives and valuable experience that will strengthen our mission and impact.



Dr Firas Abiad is a Lebanese gastrointestinal surgeon at the American University of Beirut Medical Center and a former Minister of Public Health. He previously served as Chairman of the Board of Directors at Rafik Hariri University Hospital. In recognition of his leadership and significant efforts in managing the hospital's response to the COVID-19 pandemic, he was named the Arab Hospitals Federation's Man of the Year in 2020.

Mr Karim Safieddine holds a Bachelor's degree in Economics from the American University of Beirut (AUB). He built his career in the insurance sector, working with leading companies in the Lebanese market. In 2013, he founded his own insurance brokerage, a successful boutique firm serving the Lebanese expatriate community across the Gulf and Africa.

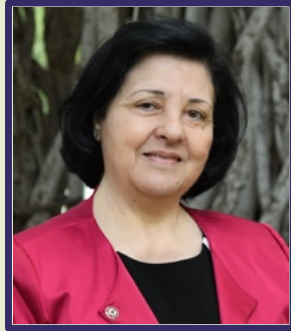


Mr Safieddine is an active member of CCF France-Liban and RDCL. He joined the Balsam Board in 2025, motivated by his deep appreciation for Balsam's mission, and having personally received support from the organization in 2012.

Board & Governance



Dr Nuhad Yazbik Dumit is a tenured Professor of Nursing and Associate Dean at the School of Nursing at the American University of Beirut. She leads several funded research projects and has published extensively on nursing workforce issues, with presentations at international scientific conferences. She is the founding Director of Scholar Activists for Impact and Learning for Change (SAIL for Change), a network of scholar activists partnering with local and international organizations to rebuild communities through sustainable, locally driven solutions. During her term as President of the Order of Nurses in Lebanon (June 2015-June 2018), she developed and submitted multiple nursing workforce policy and regulatory proposals. Dr Dumit has received numerous national and international university honors in recognition of her academic and leadership achievements.



We also extend our gratitude and appreciation to our longstanding Board members, whose unwavering leadership, commitment, and support play a vital role in advancing Balsam's mission; and we wish to recognize Dr Huda Zurayk, who concluded her tenure on the Board this year, for her distinguished service and lasting contribution to the organization.



Dr Huda Zurayk



Mr Sami Khouri



Mr Imad Taher



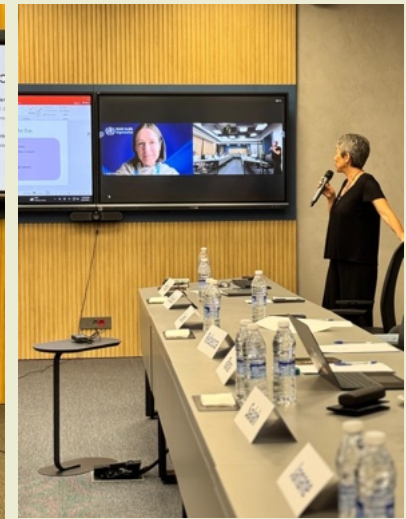
Dr Salah Zeineldine

Board & Governance



In line with our Board's governance responsibilities and commitment to strategic oversight, a dedicated strategy workshop was convened for the team and Board on October 9.

In the 15 years since Balsam was founded, the landscape of palliative care in Lebanon has changed dramatically. While the field has grown, access remains extremely limited, and too many patients are left without the compassionate care they deserve.



To meet this urgent need in a changing ecosystem, the workshop provided a day of dynamic and inspiring discussion **focused on refining our role and translating our vision into a clear set of strategic priorities for the future.**

Most importantly, it helped us build a shared vision for our future role. We left with clear priorities and firm agreement on the initiatives we must explore to meet the needs of the current environment.

Megan Doherty, WHO Consultant for Palliative Care, and Lama Najjar, Regional Manager for the Global Alliance Eastern Mediterranean at the American Lebanese Syrian Associated Charities (ALSAC) provided invaluable support in planning and organizing this incredibly engaging and dynamic afternoon.

Board & Governance | A Day of Strategic Reflection

How to Support Balsam



Thank you for considering donating to Balsam and helping us continue our mission of providing palliative care to patients and supporting their families, free of charge.

Each donation, large or small, is priceless for the patients and their families who are living with a serious illness and receive care from the Balsam team, regardless of their diagnosis, prognosis, or age. **Through your contribution, you can make an invaluable difference in someone's life!**

Ways you can contribute:

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Please click on either of the links below:

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Note: Donations through fundahope are subject to a 5% processing fee.

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You can pass by our office any time between 8:00 a.m. and 2:00 p.m. at the following location:

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