



**FRESENIUS
MEDICAL CARE**



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SPECIALIZED WATER AND
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**Health Care Society
Annual Report 2013**

Preface

On behalf of Health Care Society, I would like to seize the chance to thank all those who supported our organization to continue and develop its activities and services to help the underprivileged Palestinian community in Lebanon.

Since its establishment in the Ministry of Interior in 1997, HCS helped more than 10,658 Palestinians in need of surgery or hospitalization, helped more than 7400 people in need of kidney dialysis.

There is no doubt that the main challenge for HCS is the continuation of funding for sustainability, especially that Health Care Society is a service provider organization and not developmental. In addition the increase of health problems and the growing of the percentage of the poor people, add a burden on the budget to be able to meet the needs. In 2012 and 2013, HCS supported the Palestinian refugees coming from Syria by providing the free services of the kidney dialysis and partial support for surgery and hospitalization, in addition to medications and relief items through its Medical In-kind Donation Program (MIKP).

2013 was marked by the renovation of the kidney dialysis center at Hamshari Hospital in Saida. This was realized by a generous grant from Welfare Association and United Palestinian Appeal.

Finally, I would like to thank all our partners from other institutions who provide free services through their volunteer social workers in all camps to help in delivering the assistance to the beneficiaries.

Sincerely,

Fouad Bawarshi
President

Health Care Society Annual Report 2013

Foundation

Health Care Society was founded in 1995 and was registered legally with the Ministry of Interior in 1997, under the registration number AD/156.

Mission

Its mission is to provide health security to the Palestinian Refugees in Lebanon.

Objectives:

- Contribute towards costs of secondary and tertiary medical care for Palestinian refugees while ensuring quality care.
- Support emergency cases that are not covered by any other institution.
- Supporting chronic disease patients.
- Engage in evidence-based advocacy to promote high quality and more dignified health care of Palestinian refugee (quality control)
- Provide health awareness.
- Provide medications and medical supplies according to needs.

Executive Summary:

Health Care Society is committed to promotion of human rights and the right of all people to have access to good health care. The Palestinian refugees in the camps in Lebanon suffer from high unemployment rates as they are prohibited from working in many domains in the Republic of Lebanon. The majority are workers on daily or seasonal basis as in agriculture. 11.2% of this population suffers from hardship cases. This is the highest rate compared to refugees in other countries due to the lack of socio-economic integration of refugees in Lebanon. In addition 56% of the Palestinian refugees are under 25 years of age, indicating a young population.

Consensus of December 2012, showed that the number of registered refugees in Lebanon reached 474,050, 57% of which is distributed over 12 camps. According to UNRWA statistics, more than 32% of the Palestinian Refugees suffer from chronic diseases. Furthermore, the cost of health care in Lebanon continues to escalate leading to further deterioration in the health of the residents.

Since the war in Syria, HCS was the only haven that Palestinian refugees from Syria could find. HCS extended its health projects to cover those refugees, especially in the kidney dialysis free services. This created a burden on its budget as there was no earmarked donation for this emergency project.

For the year 2013 HCS supported 458 patients in tertiary care and hospitalization, **711** patients in the kidney dialysis project and more than **5000** patients in need of medications

through the medical in-kind donation program (MIKP). The budget for the year 2013 reached **USD 712,138.00**.

A- Projects details

1- Surgery and hospitalization project

Description of the Project:

Due to the fact that Palestinian refugees are not covered by any health or medical insurance, and the Lebanese MoH refuses to include them in its health plans, in addition to the limited resources of UNRWA and PRCS, the initiative of creating other source of support came by the founders of Health Care Society (HCS).

HCS covers partial cost of surgery or hospitalization to the needy Palestinian community. Its services cover all regions in Lebanon, both genders and all ages with no discrimination.

For the setup of this project, local NGOs are donating services of around 32 social workers. This is in an attempt to cut down administrative costs and to easily channel the money to beneficiaries.

Beneficiaries fill applications in the appointed centres in the camps aided by the volunteer social workers. These files are sent to HCS office to be checked and reviewed by HCS staff. Then they are approved and signed by the executive committee which holds meetings every Friday and later signed by at least 2 board members. The financial assistance is addressed to the third party. HCS covers 10-15% of the actual cost, noting that assistance does not exceed 1250\$ for one case. Exceptions are made to very severe and hardship cases that are entitled for more support reaching \$2500 where the cost of surgery is extremely high.

It is worth mentioning that the CARE program with UNRWA is still continuing with the generous donations through welfare Association.

Objectives of the project:

The aim of this project is to help the Palestinian community with part of the costs of surgery and/or hospitalization. Many Palestinians are unemployed and are not covered by any kind of medical insurance.

It helps beneficiaries in achieving their basic need of survival, without which it is impossible for them to efficiently resume their productive, reproductive, and community roles.

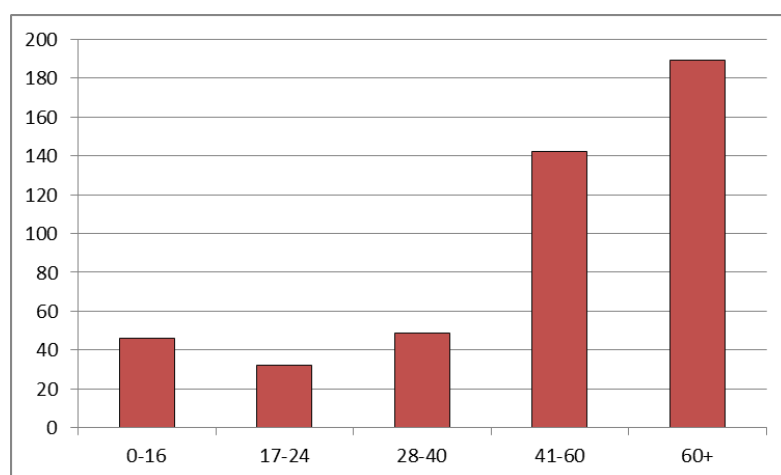
Achievements

Since its establishment, HCS helped more than **10,658** beneficiaries in all regions in Lebanon and for all kinds of surgeries.

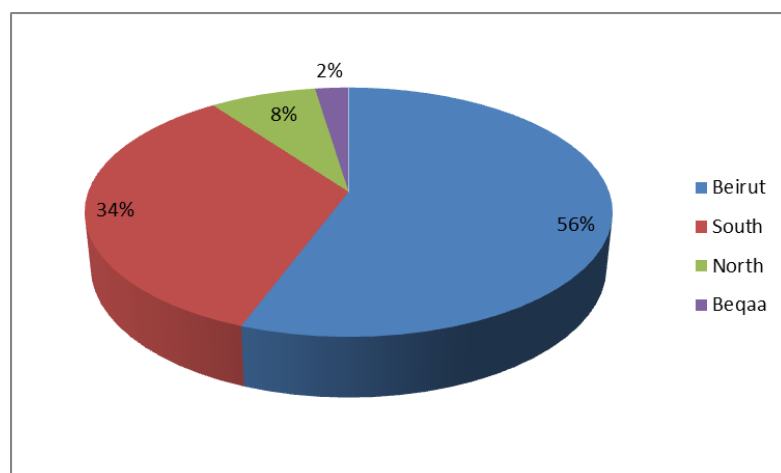
For the year 2013 the number of beneficiaries reached **458** and distributed in the table below according to disease.

Distribution of the patients according to disease is:

Type of Disease	Number of Beneficiaries
Cardio- vascular	136
Cancer	25
Kidney problems	8
General surgery	211
Ophthalmic problems	25
Therapeutic /hospitalization	53
Total	458



Distribution according to age



Distribution according to region

Hala Al Abdallah, 15 months old, a Palestinian refugee coming from Syria, suffers from a congenital heart problem and needs an urgent surgery to restore and close a hole in her little heart. Health Care Society contributed to save her life. She performed the operation and enjoying a healthy life now.



Results

1. Palestinian refugees with health problems are supported with partial cost of hospitalization/operation.
2. Access to satisfactory hospitalization and medical treatment for underprivileged Palestinian refugees is improved.
3. Saves lives.



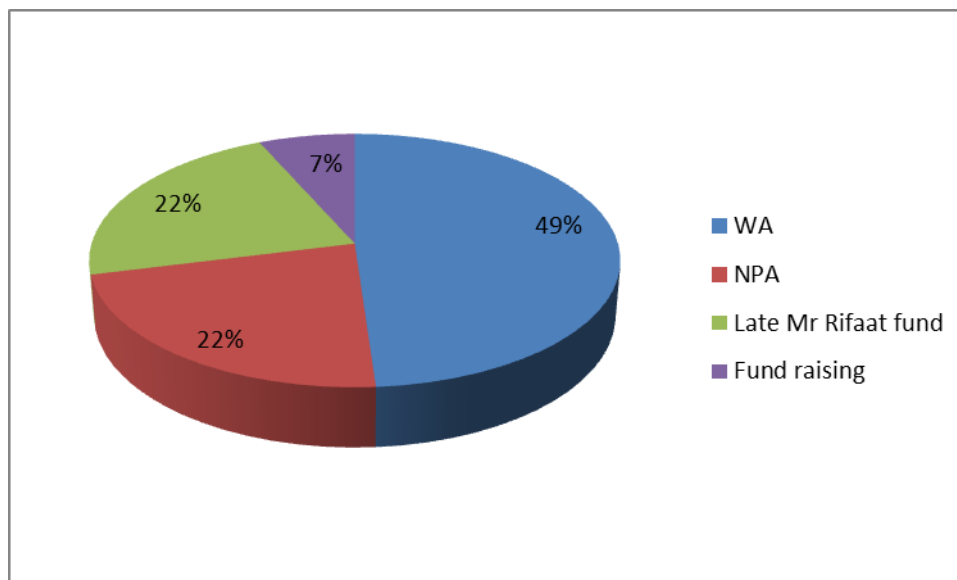
Weekly meetings of executive committee

Coordination and Networking:

1. Collaboration with UNRWA.
2. Collaboration and coordination with organizations of the executive committee.
3. Coordination with Volunteer Outreach Clinic
4. Coordination with PRCS.
5. Coordination with Zakat Fund

Donors for this project:

1. Welfare Association (WA).
2. Norwegian People's Aid (NPA).
3. Late Rifa'at El Nimer Fund.
4. Fund raising activities.



2- Kidney dialysis project

Description of the project:

The kidney dialysis center was established in 1996 with efforts of Late Mr. Hussein Al Tabari and still continuing with additional support from generous Palestinian donors through Welfare Association.

The center provides free kidney dialysis services for around 60-62 patients per month. In 2013 the number of patients reached **65** per month due to influx of refugee patients from Syria suffering from kidney failure. HCS subsidizes the center by providing all the consumable items needed for dialysis such as haemodialysis filters, solutions, blood lines, fistula needles and other supplies. For the year 2013 around 7485 sessions were

performed to benefit 711 patients of both genders (52% males and 48% females). This service is delivered free of charge and it is the only one available for Palestinians suffering from kidney failure.

The patient needs 2-3 dialysis sessions per week. Each session costs minimum 100\$, this creates a burden on the patient and his family.

Results:

1. Kidney dialysis service is made available for Palestinian community free of charge.
2. Health is improved and lives are saved.
3. As a long term consequence, the socio-economic status is improved and the patients are having an active role in society.
4. Diet is improved for the patients.

Indicators:

1. 711 patients benefited from the project.
2. 7485 dialysis sessions are performed free of charge.
3. 20 dialysis machines run efficiently per session.



Achievements:

1. 119,485 sessions were performed over a 16 year period.
2. 7400 patients were supported by this service since 1996.

3. Professional exchange with AUBMC in 2007 and with RHUH dialysis unit in 2009 was done to improve the standard of care supplied by staff at Hamshari dialysis center in Saida.
4. Nutrition sessions were conducted by a specialized dietician (2008-2012).
5. Improving performance of nurses conducted by Fresenius Medical care (2010-2013).
6. The significant success was the performance of a minor surgery for the fistula insertion (2011-2012). This is used to be done at other hospitals at high cost.
7. Prevention of hepatitis B & C and HIV, is done by regular blood testing of the patients.
8. The most important achievement is the rehabilitation of the kidney dialysis center in Oct 2013.





3- Rehabilitation of kidney dialysis centre

As part of its evaluation and assessment needs of the kidney dialysis center, Health Care Society was granted a generous donation from Welfare Association (WA) and United Palestinian Appeal (UPA) to rehabilitate and expand the dialysis unit at Hamshari hospital.

The grant from WA covered the mechanical works, which includes a new water treatment plant, reverse osmosis machine and new water connections. In addition to new dialysis chairs replacing old beds.

The grant from UPA includes all civil and electrical works, repairing of leakage and installation of new tiles, painting and expansion of the dialysis area.

The dialysis center rehabilitation project started in April 2013 and ended in October 2013. It has been expanded to accommodate more patients especially after the influx of patients from Syria. Now the center can accommodate 20 patients at one dialysis session.



Expansion of dialysis area



New water treatment plant





New kitchenette



New nurses' room

Success stories:

Mr Salah Salah is using the centre since 3 years. He said: "I am blessed that there are some people who are really generous and taking care of us all, otherwise we are dead by now!! Rehabilitation of the centre will keep our spirits high. The centre now is more spacious and no water leakage, even our health is much better as I already feel".



Mr Salah Salah

Ms Mirna Sakhnini, a Palestinian refugee coming from Yarmouk camp in Syria, a 24 year old who had a kidney transplant in Syria. When she fled with her family from Syria to Lebanon because of the war, she was confronted with the fact that the medications that she needs

for life for the kidney transplant, is unable to get any more due to the high cost. Few months later she had a kidney failure again. The kidney dialysis centre at Hamshari hospital was her only refuge. She performs 2 sessions per week. She says 'I am lucky I was saved by using the services of the kidney dialysis at Hamshari. The renovation and expansion of the centre made it easier for us to join this facility. We are very grateful for the organization (HCS) supporting us'.



Ms Mirna Sakhnini

4- Medical In-kind Donation Program (MIKP)

Objective:

The aim of this project is to provide the Palestinian community with medications according to their needs. Medicines are very expensive in Lebanon and beyond the reach of this marginalized community.

Another important issue is the health awareness that HCS provides with its partners regarding the rational use of drugs including handling and distribution.

Background:

The main partner of this project with HCS is the American Near East Refugee Aid (ANERA). The project started in 2003 to fill the gaps and needs of the Palestinian community regarding medications.

The close collaboration with UNRWA led us to sign an agreement where the latter plays the role of the consignee.

During the year 2013, HCS received 5 shipments of very important and useful medicines in addition to medical supplies and equipment.

Special shipments were received for relief for the Palestinian refugees coming from Syria. Relief items consist of quilts, baby layettes, baby blankets, personal hygiene kits and school bags with stationary, in addition to first aid supplies and hospital consumables.

The main recipient partners of the medications and medical supplies are:

1. Palestinian Red Crescent Society (PRCS)
2. UNRWA
3. Al Shifaa clinic
4. Beit Atfal Assomoud
5. Popular Aid for Relief Development (PARD)
6. Volunteer out-reach clinic (VOC)
7. Dar Al Ajaza
8. Mosawat
9. Human Call Association
10. Ein Wzein Hospital
11. YMCA
12. Sandouk Al Zakat (SZ)

Activities:

- Product Donation Offers of medicines are sent to ANERA/HCS, and are reviewed by the consultant pharmacists at ANERA and HCS for screening the medicines if they can be used in Lebanon and accepted by Ministry of Health, expiry date and side effects, etc.
- Recommendations are made by the consultant Pharmacist and by the recipient partners according to the needs.
- HCS and ANERA do not accept medications unless they have long expiry date, minimum one year.
- HCS staff allocates the items and quantities needed by recipient partners based on previous offer acceptances. Each partner signs a receipt of the items collected.
- After all items are distributed HCS provides ANERA with the distribution grids and that of the sub- recipients.
- Capacity building of staffs of recipient partners who are handling the medications, with the support of ANERA.
- Improving our partners' physical environment of the storage of medications (support of ANERA).
- Regular field visits to recipient partners to monitor and evaluate the dispensary system.
- Renewing and up-dating the MOU with the recipient partners.



Distribution of Tom's shoes at UNRWA schools

Achievements:

- Receiving greater quantities of medications for chronic diseases such as hypertension, diabetes, cholesterol, asthma, kidney transplant, mental illness, etc.
- Increase in the number of organizations offering donations to our society.
- Assessments of needs since 2008.
- Conducted 4 workshops on raising awareness regarding the rational use of medicines and its harm and the use of antibiotics.
- The number of beneficiaries increased with the increase of needed medications.
- Creating a forum for exchange of medicines among our partners.
- Capacity building of the partners on handling, dispensing and disposing of medications. In addition the medication storage facility was upgraded.



Distribution of school kits

Comments:

Comparing the quantities of medications and supplies received in 2011, 2012, and 2013, we find that they are decreasing although many offers were accepted and 2 shipments were ready to sail to Lebanon. But the problem was at the MoH that issues more restricted rules and regulations. As such 2-3 shipments were received through YMCA that contain only medications without any medical supplies.

5- Emergency project for the Palestinian Refugees from Syria

During an emergency crisis situation, Health Care Society is always prepared to take quick intervention to support the community. Since the war started in Syria, HCS was the first institution to support the Palestinian refugees from Syria and including them in its health services and extended its projects' activities to cover these refugees. As such, more than 12 Palestinian patients suffering from kidney failure were treated at the Hamshari kidney dialysis center, in addition to 10 Syrian refugees suffering from kidney failure.

More than 50 patients in need of surgery or hospitalization were also supported by covering partial cost of the treatment.

Through its medical in-kind donation program, HCS received 2 shipments for relief and were distributed through our partners in the camps in all regions in Lebanon.



Quilt distributed for Palestinian Refugees from Syria and their host families



Syrian refugee at the kidney dialysis center

B-Fundraising Activity

Health Care Society conducted an Iftar event during the Holy Month of Ramadan. This event took place at Phoenicia Hotel. More than 400 people attended the event. Net income was 69,000\$.

This year HCS acknowledged NPA and Mrs Wafa Al Yassir for her efforts and dedication to the Palestinian cause.





NPA team

2 Palestinian musicians from Yarmouk camp in Syria performed professionally nostalgic old Arabic and folklore tunes.





Performance of "Aziza"

C-Administrative Issues

The board members held 9 meetings during the year. The General assembly did not meet due to the circumstances in Lebanon. As such, the board members extended their term another year.

The board members are:

Mr Fouad Bawarshi	President
Mr Rami El Nimer	Vice- President
Mr Kassem Aina	Treasurer
Dr Sawsan Abdulrahim	Secretary/ consultant
Dr Walid Alami	Consultant
Dr Muna Khalidi	Consultant
Dr Ghassan Abu Sitta	Consultant

Recommendations for 2014:

- 1- Installation of a new dialysis center in the North of Lebanon.
- 2- Supporting the Children Cancer Center in Lebanon to treat Palestinian children with cancer for free.
- 3- Joining the National Registry for Kidney Dialysis patients Foundation for quality control and chronic disease management.
- 4- Enhance the fundraising activities.

D-Financial Issues

I- Financial Resources: Donor list

1-Donor: Welfare Association (WA)

- HCS signed a grant agreement with WA for the surgery project 2013 in the amount of **USD 120,000.00.**
- HCS signed a grant agreement for the kidney dialysis project 2013 in the amount of **USD 200,000.00.**
- HCS also signed an exceptional agreement with WA to purchase 16 kidney dialysis chairs in 2012-2013 in the amount of **USD 25,600.00.**
- HCS signed a grant agreement with WA for the Care Program with UNRWA for severe cases in the amount of **USD 50,000.00.**
- HCS signed an agreement with WA for the rehabilitation of the water treatment at the hamshari kidney dialysis center in the amount of **USD 34,000.00.**

2- Donor: Norwegian People's Aid (NPA)

- HCS signed a grant agreement with NPA for the surgery project 2013 in the amount of **USD USD 52,620.00**

3- Donor: United Palestinian Appeal (UPA)

- HCS signed an agreement with a new donor UPA, in USA, for the rehabilitation of the kidney dialysis center, for civil and electrical works. The grant was **USD 51,211.00.**

3- Donor: Late Rifa'at El Nimer Fund

- HCS is granted financial support for its activities mainly the project concerning surgery, from the Late Rifa'at El Nimer Fund in the amount of **USD 50,000.00.**

4- Donor: American Near East Refugee Aid (ANERA)

- HCS signed an agreement with ANERA for the Medical In-kind Donation Program. In 2013 HCS received 5 shipments the value of **USD 8,000,000.00** (according to the value in USA).
- ANERA donated **USD 12,897.00,** a partial contribution for release of shipments.

5- Membership Fees

- Every member of Health Care Society pays a fee of 100,000.00 L.L. per year which amounts to a total of 5,000,000.00 L.L. What was received for 2013 was USD 1266.00.

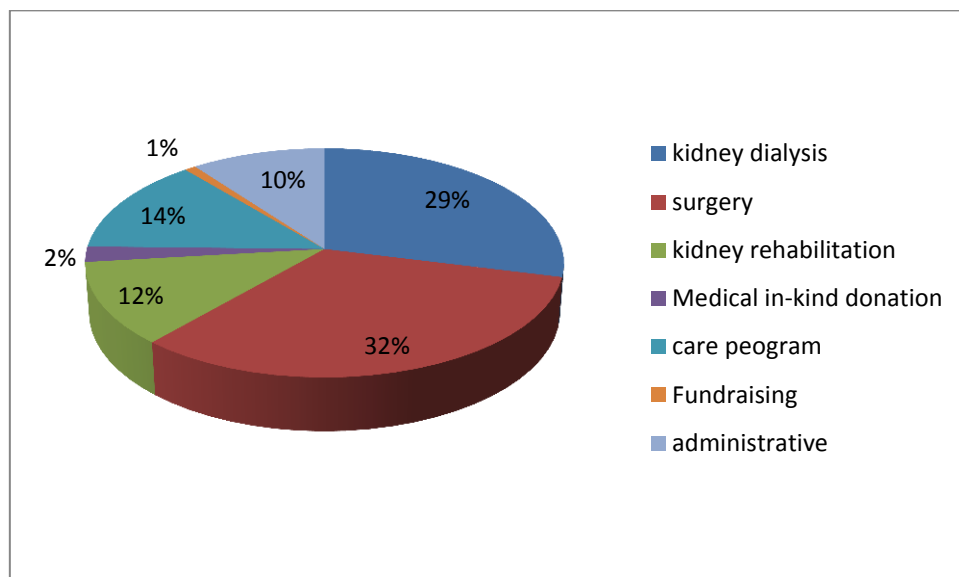
6- Contributions of Social workers

- This estimated at about **USD 7333.00**.

7- Individual contributions and fundraising activity:

- **USD 79,466.00**

Percentage of Project expenses



II-Financial Report

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED DECEMBER 31, 2013

	<u>2013(USD)</u>
ASSETS:	
Cash At Banks	147,667.59
Accounts receivable	25,000.00
Automobile/Vehicles (Net)	6,410.67
Total Assets	179,078.26
Liabilities & Fund Balance	
Current Liabilities	
Promissory Note payable (Hospitals)	8,000.00
Total Current liabilities	8,000.00
Fund Balance at beginning of year	168,214.00
(Deficit) surplus for the period	<u>2,864.26</u>
Ending Fund balance	171,078.26
Total Liabilities & Fund balance	179,078.26

STATEMENT OF ACTIVITIES

FOR THE YEAR ENDED DECEMBER 31, 2013

	<u>(\$)2013</u>
Revenues, Gains, and other Support:	
Welfare Association	447,640.00
Norwegian People's Aid	52,620.00
United Palestinian Appeal (UPA)	51,211.00
Refa'at El-Nimer family Fund	50,000.00
ANERA Society	12,897.00
Individuals Donations	42,333.66
General Assembly Members Subscription	1,266.65
NGO's Staff Contributions	11,179.66
Fund Raising	37,133.00
Other Income	5,857.41
Total Revenues, Gains and Other Support	712,138.38
Expenses:	
Program service :	
Hospitalizations and medical Support	225,248.00
Unpaid medical support (promissory notes)	8,000.00
Mental cases medications	220.00
Kidney Dialysis Center- Hamshari Hospital	200,264.75

Care Program - UNRWA	94,570.00
Kidney Dialysis Rehabilitation project	81,235.00
Total Program Service	609,537.75
Administrative and Support:-	
Employees' Salaries & Auditing	41,148.00
Office Supplies & Stationary	6,243.33
Employees medical Insurance	6,443.00
Office rental & services	9,694.00
Automobile & Transportation	1,867.87
Utilities & Maintenance	1,671.00
Other Costs	3,606.17
Total Administrative and support	70,673.37
Other Expense:-	
Medical In Kind Donation Expenses	15,113.00
Fund raising expenses	6,050.00
VOC Rental	2,400.00
Advanced payment for Employees	4,000.00
Donations for Sickle Cell Anemia Activity	1,500.00
Total Administrative and other Expenses	99,736.37
Total Expenses	709,274.12
Year End Balance surplus	2,864.26

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED DECEMBER 31, 2013

	2013(\$)
CASH FLOWS FROM OPERATING ACTIVITIES	
Cash received from Welfare association	447,640.00
Cash received from Norwegian People's Aid	52,620.00
Grants from Refa'at El-Nimer family Fund	50,000.00
Cash received from ANERA	12,897.00
Individuals Donations	42,333.66
Cash received from United Palestinian Appeal	51,211.00
Contributions from NGO's Staff	11,179.66
General Assembly annual subscriptions	1,266.65
Proceeds from Fund Raising	37,133.00
Other Income	5,857.41
Cash paid to Hospitalization Support	(225,248.00)
Cash paid for medical Aid from 2012	(13,416.50)
Cash paid for mental cases medications	(220.00)
Cash paid to Kidney Dialysis Center-hamshari	(200,264.75)
Cash paid to Care program-UNRWA	(144,570.00)
Cash paid to Kidney Dialysis Rehabilitation	(81,235.00)
Administrative Expenses	(70,673.37)
Fund Raising Expenses	(6,050.00)
Medical In Kind Donation Expenses	(24,184.50)
Cash paid for VOC Rental	(2,400.00)
Contribution to Sickle Cell Activity	(1,500.00)
Advanced payment for Employees	(4,000.00)
Net Decrease in cash	(61,623.74)
Cash and Cash equivalents at beginning of year	209,291.33
Cash and Cash equivalents at End of year	147,667.59



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