

## Vision:

Dedicated to advancing the health and transforming the lives of the people through excellent clinical quality, accessible, patient-centered and effective team work.

## Mission:

Ensure accessibility with patient-centered healthcare with excellence in quality by effective team work and community participation for achieving the goal of Universal Health Coverage

## Values:

- Service - Provide every patient with unparalleled service in an environment that is both responsive and healing in both general & specialized care.
- Enthusiasm – Always Remember that the true meaning of this value is "to be inspired" and do the jobs with the same spirit and commitment that first inspired us to work in health care.
- Respect - Promise to honor the dignity, individuality and rights of everyone, and to pay particular attention to patients' rights to privacy, confidentiality and information.
- Value – Provide services and technology of the highest quality at the lowest possible cost. We are responsible to the community for the appropriate use of its gifts, resources and support.
- Excellence - Ask the patients' opinions and act on customers' suggestions, in order to exceed the community's expectations of excellence.
- Dignity & Reverence – Safeguarded by recognizing every life as a gift from almighty Allah, so each individual is inherently valued.
- Trust – Honest and open communication with patients and among staff.
- Teamwork – Recognizes the contribution of all but requires sacrifice for the benefit of the patient so as to enhance the health of the communities served and works in cooperation with other organizations to protect vulnerable populations.
- Integrity – Honesty, fairness and self-scrutiny in everything, as the ideal means to protect overall safety, as well as assure confidentiality and privacy.
- Quality: Strive to exceed the expectations of all of customers by committing to deliver quality and value in every aspect of our work. It will enhance quality for all of the patients by educating them about their health and empowering them to be partners in their care.
- Compassion: Provide care with dignity, concern, kindness and a respect for the diversity of the community.
- Teamwork Foster an atmosphere of trust, collegiality, collaboration, openness and cooperation.
- Community Relationships: Acknowledge our vital and dynamic role in our communities. Will foster growth and development in a manner that understands and serves their needs.
- Coordination: Effective coordination with all of stakeholders including ministry, others directors, DPs. Private sectors & NGOs.