

# Ministry of Health & Social Welfare – Lesotho

## Vision, Mission & Values – Feedback – Stage 2

### Introduction

This document is designed to get further feedback and input on the MOHSW's Mission, Vision & Values. The document has been reworked based on suggestions made in the last few weeks. We have also included Purpose and Measures into the statement. Remember that the vision, mission and values statements are statements of what the MOHSW aspires to become – this is really what you have all been articulating over the last few months. Now it is time to start consolidating the opinions of all organisational players. **It is important that all key organisational participants have an opportunity to voice their opinions around this process as Mission, Vision and Values have a profound impact on organisational experience. This means YOU.** If you have any comments or anything that you'd like to add to this document, feel free to email [steve@trans4mation.co.za](mailto:steve@trans4mation.co.za) and we will ensure that your viewpoint is circulated to all other participants. Please seize this opportunity to make a difference and to influence the future of the MOHSW.



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### MOHSW's Vision, Mission, Values, Purpose and Measures

The MOHSW's Vision, Mission, Values, Purpose and Measures are designed to support Vision 2020 of Lesotho that States ***"By 2020, Lesotho shall be a stable democracy, united, prosperous nation at peace with itself and its neighbours. It shall have a healthy and well-developed human resource base. Its economy will be strong, its environment well managed and its technology well established"***

## MOHSW's Recommended Vision

Our **VISION** - Using imagination to see an ideal. A word picture of what we want the MOHSW to become:

“The MOHSW is an organisation of health-minded professionals working productively in partnership with all our stakeholders ensuring that our efforts are reflected in improving standards of health for all Basotho and in well-managed facilities and programs where patients are treated with efficiency and compassion.”

## MOHSW's Recommended Mission

Our **MISSION** is a way of acting from day-to-day that will gradually bring the vision into being. It says why we exist and answers this question: Why will Basotho believe that we can deliver good health care?

“Our mission is HEALTH in all its physical, emotional, relationship, operational and financial aspects. In whatever we do we ask: *How does this impact the long-term health of the MOH&SW and the Basotho People?* By constantly asking this question:

- We build healthy relationships with each other, our partners and the Basotho people
- We facilitate the establishment of a system that will deliver quality health care efficiently and equitably, and that will guarantee social welfare to all
- We restore and maintain our facilities as centres of health, hygiene and caring
- We work according to agreed-upon regimes
- We nurture and guide all of our employees to become more knowledgeable, caring and efficient
- We take complete responsibility for our own health in every office and facility”

## MOHSW's Recommended Values / Characteristics of the MOHSW People & Culture

MOHSW people are professional, accountable, flexible, punctual, reliable, responsible and are committed to lifelong learning, good science and the constant upgrading of their skills. The MOHSW is an organisation where performance is appreciated and rewarded as are the values of teamwork, technical competence and mutual trust. Characteristics of the MOHSW's culture include:

- Accountability / Confidentiality / Flexibility
- Constant upgrading of skills / Technical competence
- Good science / Innovation / Objectivity
- Patient charter
- Commitment & Accountability

- Performance is appreciated and rewarded
- Political will to support change processes
- Professionalism
- Public service regulations (on sale at the government printer)
- Punctuality
- Reliability/Responsibility/Stewardship
- Teamwork
- Transparency/Trust/Truthfulness / Honesty
- Value for money

## **MOHSW's Recommended Purpose**

The goal of the Health & Social Welfare sector, which contributes to the vision of the country's development, is "to have a healthy population, living a quality and productive life by 2020" The purpose of the MOHSW is:

- To reduce morbidity, mortality, misery and human suffering among the Basotho.
- To reduce inequalities in health and social welfare and in access to health and social welfare services.
- To improve the health status and social welfare of the population of socioeconomic development

## **MOHSW's Recommended Measures**

The way we measure the outcomes of our behaviours are vitally important in telling us how we are doing. On what criteria will the MOHSW measure its' success?

- Reduced morbidity, mortality, misery and human suffering among the Basotho.
- Reduced inequalities in health and social welfare and in access to health and social welfare services.
- Happy, motivated employees
- Commitment & Accountability
- Improved health status and social welfare of the population

## Framework for MOHSW's Vision, Mission and Values

The MOHSW's Vision, Mission and Values are designed to support Vision 2020 of Lesotho that States:

- "By 2020, Lesotho shall be a stable democracy, united, prosperous nation at peace with itself and its neighbours. It shall have a healthy and well-developed human resource base. Its economy will be strong, its environment well managed and its technology well established"

The goal of the Health & Social Welfare sector, which contributes to the vision of the country's development, is:

- "to have a healthy population, living a quality and productive life by 2020"

The mission of the health and social welfare sector is to:

- "facilitate the establishment of a system that will deliver quality health care efficiently and equitably, and that will guarantee social welfare to all"

The health and welfare objectives are therefore:

- To reduce morbidity, mortality, misery and human suffering among the Basotho.
- To reduce inequalities in health and social welfare and in access to health and social welfare services.
- To improve the health status and social welfare of the population of socioeconomic development

## Key core values articulated in Lesotho's constitution and Vision 2020

The following key core values are articulated in the constitution of the Kingdom of Lesotho and in the Vision 2020 and will guide the health sector policies:

- Unity and solidarity with one another
- The spirit of sharing benefits and responsibilities
- Respect for self and for others
- Humanity in development strategies
- Family bond and the primacy of the family unit
- Gender sensitivity and responsiveness and special consideration of women due to their special reproduction role
- Transparency in activities, actions and resource use
- Accountability for resources and actions
- Participation and involvement of communities and stakeholders
- Partnership with NGOs, churches, labour organisation and the private sector

## **Definitions:**

**Vision** - Using imagination to see an ideal. A word picture of what we want the MOHSW to become:

**Mission** - is a way of acting from day-to-day that will gradually bring the vision into being. It says why we exist and answers this question: Why will Basotho believe that we can deliver good health care?

**Values** - Values are standards or qualities considered worthwhile or desirable.

- Values are abstract ideas about what an organisation believes to be good, right, and desirable.
- Values represent deeply held beliefs demonstrated through day-to-day behaviours and are the fundamental principles that guide community-driven processes and define how organisational players aspire to interact.
- Values provide a basis for action and communicate expectations for participation and make a public pronouncement about how the organisation expects everyone to behave.
- Values should endure over the long-term and provide a constant source of strength for the individual or organisation that holds them.

**Purpose** – The reason why we exist, our purpose