



Ministry of Health &
Social Welfare, Lesotho

Draft: Mission, Vision, Values
Statement – 05-June-2006

Vision

A healthy Lesotho living
a quality life free of
preventable disease



Mission

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?*

Values - S

erve as guidelines for our conduct
and behaviour as we work towards our vision.

- **Quality** - our focus is on the people we serve and we will strive for excellence through evaluation and continuous improvement.
- **Focus** - in pursuit of the interests of all Basotho, we put all before self. What we do matters.
- **Teamwork** - we are committed to effective partnerships and we seek opportunities to form alliances. We stand by one another and behind one another. Service, sacrifice, confidence, transparency, truthfulness and flexibility are our hallmarks.
- **Community** – We are a community that works with and adds value to communities through consultation.
- **Caring** - we are committed to serving with empathy and compassion and embrace the values of the patient charter
- **Integrity** - we are committed to act in an ethical, honest manner.
- **Respect** - we believe that all people should be treated with consideration and dignity. We cherish diversity.
- **Responsiveness** - we strive to be accessible, flexible, transparent, and to demonstrate a sense of urgency in our resolve and decision-making.
- **Accountability** - we are committed to measuring, achieving and reporting results, and to employing donor support wisely.
- **Continuous Learning** – we are committed to technical competence through a constant upgrading of skills and knowledge sharing. We cherish the values of good science, innovation and objectivity.
- **Change** – We have the political will to support change processes that support our vision and mission.

Purpose

The purpose of the MOH&SW 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 through prevention, knowledge sharing and socioeconomic development

Who We Are

The Lesotho Ministry of Health and Social Welfare is responsible for the health and social well-being of the people of Lesotho. We are an organisation of health-minded professionals working productively in partnership with all our stakeholders and supporters ensuring that our efforts are reflected in improving standards of health for all Basotho in well-managed facilities and programs where services are rendered with efficiency and compassion.

MEASURES : The MOH&SW measures its' successes by: 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 / Improved health status and social welfare of the population / Happy, motivated, committed & accountable employees working in partnership with each other and our supporters / Feedback from our supporters and partners

Characteristics of MOH&SW People & Culture

MOH&SW people are professional, accountable, flexible, punctual, reliable, responsible. We are committed to lifelong learning, good science and the constant upgrading of our skills.

The MOH&SW is an organisation where exceptional beyond-the-call performance is appreciated and rewarded as are the values of teamwork, technical competence and mutual trust.

We recognise that we are each responsible, in our every thought, word and deed, for creating the culture of the MOH&SW. Characteristics of the MOH&SW's culture include:

- Accountability / Confidentiality / Flexibility / Commitment
- Constant upgrading of skills / Technical competence
- Good science / Innovation / Objectivity
- Patient charter
- Political will to support change processes
- Professionalism
- Public service regulations
- Punctuality
- Reliability/Responsibility/Stewardship
- Teamwork
- Transparency/Trust/Truthfulness / Honesty
- Value for money

