

VISION

We are the nation's most trusted, caring and internationally-recognized healthcare institution with top-notch service, expertise and technology.

MISSION

To provide the highest quality healthcare experience for all stakeholders through:

1. Competent, compassionate, collegial and ethical medical professionals and allied hospital personnel.
2. Superior service deliver, enhanced by technological and digital innovations and supported by research.
3. Sustained training/educational programs and other capacity-building initiatives; ethics-based and responsive to evolving health challenges and global standards.
4. Community responsive, collaborative and socially empowering healthcare programs.

VALUES

Service Excellence – providing competent, appropriate, safe & responsive health care services that result to: positive outcome, highest level of satisfaction of patient & colleagues.

Behavioral Statements:

- Delivers healthcare service on time.
- Defines objectives, identifies measures & implements strategies to deliver exceptional results.
- Follow-through & fulfills commitments made.
- Meets or exceeds the stakeholder's needs & expectations consistent with MMC policies.
- Constantly seeks innovative ways to improve the quality of service.

Integrity – Demonstrating sound moral and ethical principles at work; never compromising the name & ethical standards of the hospital.

Behavioral Value Statements:

- Continues to do the right thing even when no one is looking or watching.
- Communicates openly, honestly and truthfully with others.
- Takes accountability for own actions & decisions at all times.

Professionalism – Upholding the code of conduct of the Hospital & ethical standards of one's profession; consistently demonstrating competence in the performance of one's duties.

Behavioral Value Statements:

- Respects diversity (gender, ethnicity, religion, cultural & economic status).
- Inspires trust by delivering results at the highest level of professionalism.
- Learns rapidly and adapts quickly to changing situations,
- Willingly accepts additional responsibilities in the face of challenging situations.
- Strictly adheres to and complies with established policies, procedures, and standards.

Compassion – showing genuine concern and empathy through words and actions that lead to enhanced well-being of patients & colleagues.

Behavioral Statements:

- Always asks the patient about his/her condition and responds accordingly with kindness and encouragement.
- Acknowledges the patient's emotional state in the process of treatment.
- Goes the extra mile for the good of others and the organization.

Teamwork – collaborating harmoniously & respectfully with the team towards a common goal.

Behavioral Statements:

- Encourages and values the ideas, expertise and contributions, including constructive criticism of all team members.
- Shares knowledge and expertise with team members.
- Holds team accountable for upholding MMC values.
- Provides the needed support and resources to achieve goals and objectives.
- Builds and maintains synergy with co-workers across the organization.