

# MFERA HEALTH CENTRE TEN COMMANDMENTS

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On the last day of the training, participants were asked to contribute towards the development of Ten Commandments to be observed as a uniting force in implementing training. Each participant was given stick notes to write some points of commitment and thereafter a consolidated list was produced as depicted in the Appendix 10. The Ten Commandments and its mission statement are:

## **Our Mission Statement**

We, staff at Mfera Health Centre, are committed to delivering superior services that meet the needs and expectations of our patients/clients/visitors and that of management and others in a consistent manner unsurpassed in professionalism, politeness and promptness.

## **Our Commitments**

**Selfless:** We will be attentive to patients/clients/visitors, regardless of other social status. We will demonstrate our abilities through our appearance, conduct, conversation and results.

**Ethical:** We will act with integrity and a sense of duty and obligation to our patients/clients/visitors and will always be accountable for our actions.

**Respectful:** We will treat our patients/clients/visitors with respect and ensure that every interaction is conducted in a pleasant and professional manner.

**Versatile:** We will be resourceful within our role limitations and capable of performing a variety of tasks in order to get the job done, regardless of our job description.

**Innovative:** We will identify ways to continuously improve our processes and policies to meet the ever-changing needs of our patients/clients/visitors. We will welcome patients/clients/visitors feedback as a means to improve the services we provide.

**Communication:** We will actively listen to our patients/clients/visitors and respond in a clear and concise manner. We will communicate through available resources, providing accurate information in a manner that is easy to understand.

**Encouraging:** We will support our colleagues' creativity and teamwork to promote an open and collaborative work environment that encourages each other to excel in every aspect of job.

**Timeliness:** We shall serve our patients/clients/visitors in a shortest time possible and we shall verify all information shared.

**Punctuality:** We shall be punctual in all our endeavors

**Motto for change: It all starts with me!!!**