





Republic of the Philippines  
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# VISION

A tertiary, end-referral hospital with multi-specialty services providing holistic, quality, and people-centered care in the Zamboanga Peninsula by 2030.

# MISSION

We commit to deliver people-centered care through state-of-the-art facilities and highly skilled professionals ensuring that desired health outcomes improve the quality of life of the people in the Zamboanga Peninsula.

**(SGD) JOVER C. PUNSALAN, MD, FPOA, FPSS, MSHHM**  
**MEDICAL CENTER CHIEF II**



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# QUALITY POLICY

Margosatubig Regional Hospital is committed to deliver equitable, quality, and accessible healthcare to all, especially the people of Zamboanga Peninsula.

We shall provide holistic, advanced, and people-centered care through modern facilities and skilled professionals, ensuring improved health outcomes and stronger community trust.

We uphold professionalism, compassion, and ethical practice in compliance with statutory and regulatory requirements.

We continuously improve our Quality Management System by embedding:

- Reliable in-house management of priority specialty cases;
- A disciplined workforce engine for recruitment, training, and retention;
- Integrated digital platforms for case completion and timely decisions;
- Strategic capital and procurement governance aligned to specialty care.

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# CORE VALUES

## **CARE (Patient & Family Focus)**

- Compassion: Ensuring dignity, humane treatment, and emotional support for patients.
- Family Care: Recognizing families as essential partners in the healing process.
- Respect for Faith: Honoring diverse beliefs and integrating them into patient-centered care.

## **TRUST (Ethics & Reliability)**

- Integrity: Practicing transparency, accountability, and ethical standards in healthcare delivery.
- Resilience: Providing reliable care even in challenging circumstances.
- Collaboration: Partnering with government, communities, and stakeholders to strengthen health systems.

## **GROWTH (Excellence & Sustainability)**

- Excellence: Striving for continuous improvement and benchmarking against global standards.
- Innovation: Leveraging modern systems, technology, and equipment to improve patient outcomes.
- Sustainability: Managing resources responsibly, guided by Environmental, Social, Governance principles.

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# QUALITY OBJECTIVES

- Ensure  $\geq 85\%$  of patients discharged show measurable improvement;
- Achieve  $\geq 90\%$  overall client satisfaction;
- Recruit and retain  $\geq 90\%$  adequate and competent workforce by 2026-2030;
- Guarantee 100% availability of medicines, supplies, and maintained equipment;
- Attain 100% compliance with patient care and safety standards;
- Digitally track  $\geq 90\%$  of priority specialty cases end-to-end;
- Reduce avoidable external referrals for priority cases by  $\geq 50\%$  by 2030.

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