



## **I. Mandate:**

The Department of Health (DOH) is mandated to be the over-all technical authority on health. The major mandate of DOH is to provide national policy direction and develop national plans, technical standards and guidelines on health. It is also a regulator of all health services and products; and provider of special or tertiary health care services and of technical assistance to other health providers especially to Local Government Units (LGU).

With other health providers and stakeholders, the DOH shall pursue and assure the following:

- Promotion of the health and well-being for every Filipino;
- Prevention and control of diseases among population at risk;
- Protection of individuals, families and communities exposed to health hazards & risks;
- Treatment, management and rehabilitation of individuals affected by diseases and disability.

## **II. Vision:**

BGHMC is the premier referral center of Northern Luzon offering leading edge specialty services.

## **III. Mission:**

We continuously innovate our services, offer comprehensive training programs and engage in research for better health outcomes of the clients that we serve.

## **IV. Service Pledge:**

We, at the Baguio General Hospital and Medical Center commit to:

- Deliver quality healthcare to our clients;
- Engage in ethical corporate practices to enhance quality standards of healthcare in compliance to statutory and regulatory requirements;
- Implement a quality management system and continually improve its effectiveness through sound and responsive managerial leadership;
- Enhance human resource capability and adapt institutional best practices;
- Implement a functional Integrated Hospital Operation and Management Program (IHOMP);
- Practice a culture of transparency and accountability;
- Attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break.