



U.S. Department
of Veterans Affairs

VA CORE VALUES AND CHARACTERISTICS

U.S. Department of Veterans Affairs



VA Palo Alto Health Care System

- 80,000 Bay Area Veterans served
- Growing health care system
 - New services
 - Major construction projects





We care for Veterans. We honor them, we advocate for them, and we nurture them when they are in need.

New Challenges

- OEF/OIF
- More home health care
- Increasing Veterans need access to compensation benefits

Technology helps but only you can bring change.



*“...to **care** for him who shall have borne the battle and for his widow, and his orphan...”*



VA Core Values & Characteristics

“I CARE”

Integrity

Commitment

Advocacy

Respect

Excellence

**Trustworthy, Accessible,
Quality, Innovative, Agile
and Integrated**



Core Value

“Who we are”

- Culture and Character
- Serve as foundation and common bond between employees.
- Influence mission, strategy and day-to-day operations





“I CARE” Aligned with

VAPAHCS Path to Excellence

Integrity

- ✓ Integrated Ethics

Commitment

- ✓ Magnet Journey

Advocacy

- ✓ Veteran & Family Advisory Council (VFCC)

Respect

- ✓ Civility, Respect and Engagement in the Workplace (CREW)

Excellence

- ✓ Office of Process Improvement





Characteristics

**Trustworthy, Accessible, Quality,
Innovative, Agile and Integrated**

“What we stand for”

- Help guide execution of mission
- Shape strategy
- Influence resource allocation





Characteristics

Trustworthy
Accessible
Quality
Innovative
Agile
Integrated

Strategic Plan

Access
Quality
Innovation
Efficiency
Satisfaction





Be Proud...

...of where you work.

...of who you serve.

