VA CORE VALUES AND CHARACTERISTICS
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 VAPAHCSPHCS 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.