## Delta Dental Mission and Values

### Accountability

Accountability is taking individual responsibility for your job performance and personal behavior.

- Completing assignments by deadlines.
- Taking initiative to resolve issues when they arise.
- Admitting and correcting mistakes.
- Showing a “how can I help you” attitude.

### Service

Service is anticipating the needs of others and providing knowledgeable and timely responses in a professional and friendly manner.

- Listening/exchanging information to create win/win situations with others.
- Providing prompt, thoughtful responses to inquiries, requests and issues.
- Following up with others to confirm we are providing expected service.

### Partnering

Partnering is working together across functional areas to successfully achieve a corporate goal.

- Understanding the impact that decisions have on other areas.
- Communicating how the decisions will affect others and getting feedback.
- Developing teams that represent stakeholders of decisions and actions.

### Respect

Respect is valuing others and appreciating the opinions, skills, strengths and diversity individuals bring to the organization.

- Sharing of ideas in a professional and courteous manner to create better solutions.
- Recognizing and acknowledging the efforts of others.
- Being respectful of others’ time.
- Being respectful of others’ personal privacy.
- Maximizing the contributions of all staff to the goals of the organization.
- Recognizing and accounting for differences in values, beliefs and methods.
- Eliminating obstacles to participation, including explicitly seeking the input of all.
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## Awareness
Awareness is knowledge of individual, departmental & company goals and how they relate to Delta Dental's mission.

- Willingness to learn about other departments' goals, initiatives and processes.
- Having ongoing discussions within the Delta Dental team regarding goals and objectives and using the discussions to set action plans and achieve these goals.
- Recognizing changes in the business environment.

## Flexibility
Flexibility is the ability to accept and adapt to circumstances.

- Being open-minded to challenges, opportunities and process improvements.
- Having an attitude of cooperation.
- Willing to entertain alternatives and changes in responsibility even when out of one's comfort zone.

## Data driven decision-making
Data driven decision-making is to analyze and formulate decisions based on factual information and data.

- Using systematic reviews of clinical studies to define evidence-based care for patients.
- Using validated and appropriate data to support judgments and decisions.
- Using valid and appropriate data in analysis.
- Checking out the facts before you act.

## Integrity
Integrity is acting in a dependable and honest manner that is in the best interest of Delta Dental and its mission.

- Supporting company initiatives.
- Upholding the company code of conduct.
- Demonstrating a solid work ethic.
- Developing, implementing and monitoring procedures to ensure compliance with all legal requirements.
- Maintaining confidentiality of all patient and employee information.

## Commitment to our Mission
Commitment to organizational mission is being actively involved in making DDCO an organization that works to improve oral health.

- Supporting company initiatives.
- Speaking positively regarding the organization's mission.
- Taking opportunities to explain the importance of oral health.
- Maximizing the contributions of all staff to the goals of the organization.