

# Delta Dental Mission and Values



OUR MISSION: TO IMPROVE THE ORAL HEALTH OF THE COMMUNITIES WE SERVE.

## OUR VALUES

## PRACTICES

### 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.