

Department of Health Care Services

Core Values and Professional Standards

Core Values: Service, Accountability and Innovation.

SERVICE

- We acknowledge each person in a friendly manner and offer assistance as needed.
- We communicate and participate with stakeholders and strive to exceed their expectations.
- We respond to stakeholder concerns promptly – within 24 hours when possible.
- We treat everyone with courtesy and respect.
- We value each and every employee and the contribution he or she makes to the department and to the people of California.

ACCOUNTABILITY

- We communicate clearly, honestly, and politely using a professional and appropriate tone at all times.
- We maintain a professional image.
- We conduct personal conversations in private.
- We are approachable.
- We arrive at the office ready to work.
- We accept and support team decisions.
- We focus on the problem and not on the person.
- We focus on solutions instead of complaining about the problem.

INNOVATION

- We provide a “safe” environment where all employees can grow, create, and innovate.
- We are continuously focused on quality improvement.
- We take pride in the accomplishments of staff and celebrate them.
- We exhibit a “can do” attitude.
- We ask for help.

We are the Department of Health Care Services.