

Physicians Group of South Florida - Organizational Culture

To find career satisfaction and development success at Physicians Group of South Florida, PA, it is essential that you understand the organizational culture in which you work. Organizational culture includes how the organization works to achieve its goals; it is the personality of the organization. It is defined by and supported by its mission, core values, and goals and by how these elements influence the working environment itself and the behaviors of those who work here.

Finding an environment that is compatible with one's values, work style, skills and interests will help our staff do their best work and will help the organization to have a positive work climate. Understanding PGSF core values, mission, and organizational culture will also enable our staff to see how their work is vital to and contributes to the success of our company.

Patient's Quality Personal of Care

Physicians Group of South Florida, PA strives to provide Quality Personal Care to all our patients. This Quality Personal Care is our main motive and we make sure that we:

- Take pride in Personal care relationships with our patients
- Attempt to anticipate our patient's needs
- Provide comprehensive and compassionate care
- Commit to helping our patients to remain healthy; promoting a preventive care culture among patients
- Provide easy access to healthcare services including e-visit services
- Giving our 100% to support patient needs with professionalism
- Educating our staff to provide Quality Personal Care

Respect

We are committed to open, honest and clear communication culture with each other and with our patients.

- Listen to each other with respect and build trust
- Acknowledge and learn from each other's expertise and share your own expertise
- Respect and value diversity
- Work together as a team
- Get input from appropriate staff before decision are made

- Be respectful to each other
- Deal with conflicts by talking with each other not about each other

Service Oriented

At PGSF we build solid customer relationships. We display a positive, warmth, friendliness attitude and behaviors that provide a valuable service.

- Think about how you would like to be treated. Remember this when it is your turn to provide the service
- Understand patients' needs and addressing their issues to create valuable service.
- Maintain good communication skills among departments. Service is a collaborative effort.
- Ownership: Take ownership of an issue by helping and providing service that goes beyond the appreciation of the patient.
- Do it right at the first time to avoid mistakes and avoid excuses.

Personal Accountability

At PGSF our personal actions directly affect the success of our organization. We must take responsibility for:

- Our actions that affect the organizational culture
- Meeting our patients' needs
- Personal and organizational performance

Awarding Hard Work and Outcomes

At PGSF we value employees' hard work and positive attitudes that lead to great outcomes. The results of their work help the company to achieve its mission and goals.

- Recognize employees that excel in offering great customer service.
- Provide recognition with small gestures to those who performance exceed our expectations.
- Rewarding employees for exemplifying "Quality Personal Care"