



JAMES YATES | NASHVILLE BUSINESS JOURNAL

PivotHealth employees Pepper Hatch, from left, Emily LeForge and Brad Moore work at the company's Brentwood office.

EMPLOYEES | 10-25

PIVOTHEALTH

BY APRIL WORTHAM

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Joe Bedwell had a good job with a comfortable salary at Vanderbilt University when a former co-worker approached him about joining PivotHealth, a Brentwood-based physician practice management company founded in 2000.

"He kept talking about this new company that really had a lot of values, that he felt I would be a good fit with the culture," said Bedwell, now a financial analyst with PivotHealth.

"When I got here, he was absolutely right."

Bedwell's story isn't unique, said John Phillips, PivotHealth's president and co-founder. More than half of the company's 80-plus employees, including about 25 based in Middle Tennessee, were referred there

by existing employees, he said.

Like Bedwell, Phillips credits PivotHealth's culture, which he said starts with how the company treats its clients: independent and hospital medical groups and networks across the country.

"We talk about it every time we're together and with every client: We're going to do the right thing. We're going to be above board. We're going to follow the Golden Rule principle with ourselves, with our customers and with our employees," he said.

Because the majority of PivotHealth's employees — a mix of full-time, part-time and consultants — are spread out across the country, the company makes an effort to bring them all together at least once a year, Phillips said.

The past couple of times, that's meant flying all employees, their spouses or guests to Amelia Island in Florida and putting them up in The Ritz Carlton.

Another example: When management felt one employee was working too hard recently, they called his wife and arranged for a week's vacation to anywhere the couple wanted to go in the

Background

Company description: PivotHealth is a physician practice management company that serves independent and hospital-affiliated medical groups and networks, offering management and consulting services, hospital-physician strategies and patient satisfaction survey programs.

Address: 5500 Maryland Way, Ste. 300, Brentwood 37027

Phone: (615) 983-4000

Web: pivothealth.com

Employees: 25

Top executives: Mike McClintock and John Phillips, co-founders

continental United States.

And when a hospital awarded one of PivotHealth's teams a bonus two years after the project finished, the company tracked down a team member who was no longer with the company and made sure she received her \$10,000 piece of the pie.

Said Phillips: "We always want people to think we're going the extra mile for them, because they do that for us."

THE RIGHT STUFF

The top three qualities that make a great PivotHealth employee, according to PivotHealth President John Phillips, are:



Phillips

- Integrity at all times in all circumstances.
- Commitment to servant attitude to clients and fellow workers.
- A positive attitude toward life and others — with a great sense of humor also preferred.

BRING OUT YOUR BEST

Anyone can say what John Phillips says: "We're going to follow the Golden Rule principle with ourselves, our customers, and our employees."



Palmgren

Not everyone walks that talk. So how do you create a Golden Rule culture? Ultimately, you model the behavior — like PivotHealth

did when it gave a \$10,000 bonus to an employee even after she'd left the company.

The ability to model such behavior starts with how you view yourself.

Leaders who believe they are worthy of being treated fairly and with respect are more likely to see the worth in others and treat them accordingly.

Then it's about integrity — putting your words into action, which creates an environment in which trust, appreciation and respect will grow and be contagious.

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