

**DIANA L. THOMPSON CURRICULUM VITAE**

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**EDUCATION**

American Business Systems, Chicago, IL  
**Certificates in Business Administration, Management, Operations** 2004

Bent Ericksen & Associates, Eugene, OR  
**Certified Consultant in Employment Compliance and H.R. Management** 2013

**AWARDS**

Awarded Top Honors and Recognition from Mercer Global Advisors, Scottsdale, AZ  
**Top 5 Consultants, (#2) that retained over 95% of client accounts throughout previous year.** 2005 – 2007

**CONSULTING, COACHING, AND DENTAL INDUSTRY EXPERIENCE**

Dental Performance Institute, Chicago, IL  
**Founder / CEO, Creator of Operational Equity®** 2012 - Present

Financial, organizational, operational, and team dynamic analyses, observation of operations, practice flow, customer service, practitioner and team camaraderie, strategic planning, customized action plan creation, focused implementation, change and project management for GP, specialty, OMS within single location, group, multi-site, emerging DSO businesses throughout the U.S.A. Increase profitability, enhance productivity, improve efficiency. New-Practice Start-Up Program.

Bent Ericksen & Associates, Eugene, OR  
**Certified Consultant – Employment Compliance and Human Resource Management** 2013 - 2017  
Employment Compliance, Employment Manuals, and Human Resource Management Tools tailored to Federal and individual State Law for the Dental Practice / Business / Entity.

American Association of Oral and Maxillofacial Surgeons, Rosemont, IL  
**Manager, Practice Management and Allied Staff** May – Sept 2011  
Meeting Planner - Collaborated with upper management on annual session courses and curriculum development. Handled incoming call practice concerns—documented conversation in member’s account.

Staff Driven Dental, Roseland, NJ  
**Practice Management / Business Consultant - Strategic Corporate Operations** Jan – May 2011  
Independent Contractor working with GP, Specialty, and OMS Clients in NJ, NY, Connecticut. Temp Contract Position - focused on building or reconstructing dental client's business & lives.  
Areas of concentration include but were not limited to:

Expanded upon existing corporate operations, leadership, team development, personal and professional growth, building and expansion of client business operations, created presentations to introduce topics to groups pertaining to leadership, practice management, team building, challenges, profitability, etc.

KOS Services (Medicaid/Public Health Multi-State & Multi-Site DSO), Chicago, IL  
**Director, Business Strategies & Continued Education** May-July 2008  
Focused on the creation, design, and development of initial training curriculum to be applied at all locations in 3 states. Educated dentists, new, and existing employees on recently developed processes/strategies while implementing methodology through a ‘hands-on’ approach with each department inside dental office. Completed multi-site business analyses to assist executives in improving overall office operations at each level of business. Monitored new and existing employee development through means of monthly metrics and department meetings. Managed twelve Corporate Trainers, who were responsible for overall movement of program within their assigned locations.

Mercer Advisors, Scottsdale, AZ (Regional Office – Schaumburg, IL)  
**Senior Consultant: Practice Management Business Analyst, Project & Process Management** 2003 - 2008  
Senior Consultant appointed to base of clients (small, medium, large, multi-site, group, and multi-specialty) to strengthen overall operations, performance, and heighten financial growth. Collaborate with and gain trust of clients and team members to allow consulting engagement a path toward success. Analyzed and identified gaps, while serving as the architect for change. Developed and presented customized solutions to enhance processes and growth as well as impact key performance indicators. Created tracking tools to manage current and future business objectives, while focusing toward growth and/or acquisition transition of business. Dissected and diagnosed client’s P&L for inconsistencies and lack of growth. Conducted fee analysis to allow for ROI. Educated owners and team members on team building, communication techniques, and business management for profit optimization. HIPAA & OSHA expertise. 90% domestic travel.

Manus Health Systems, Lake Forest, IL  
**Multi-Site Practice Coordinator** 2001 - 2003  
Managed 13 locations. Devoted to offering administrative operational management services to owners and associate dentists, which allowed each to practice the art of dentistry and provide a higher

level of customer service and patient care without the headache of monitoring the daily operations of a business – DSO Entity. P&L and budget accountability for each location.

Multiple GP, Specialty, OMS Dental Practices in Illinois and Pennsylvania  
**Dental Assistant (EFDA), Lab Assistant, Office Management Administration, Employee and Temp** **1986 - 2003**  
 Worked as a full-time employee and temp worker for multiple dental offices within Illinois & Philadelphia. 17-year time frame. Continued to work as a part-time temp while employed full time from 1996 - 2003.

SPEAKING & PRESENTATION EXPERIENCE – ORGANIZATIONAL, OPERATIONS, PROFITABILITY

Dental Performance Institute, Chicago, IL  
**Local, Regional, National Speaker – Dental Practice Performance** **2013 - Present**

"The VOICE of Practice Profitability" speaks about Outstanding Operational Equity®, which is defined as:

*"The 'already produced' (collections) and the 'waiting to be produced' (production) dollars that are sitting in the operational modules of dental (GP, Specialty, OMS) practices, organizations, DSO locations, etc., waiting to be placed back into the revenue stream to be deposited into the business bank account."*  
 Additional Topics Include:

- Dental Insurance Credentialing
- Properly Dissecting Insurance EOBs! Don't Allow Your Hard Earned \$\$\$ to Slip Away!
- Treatment Coordination Formula, Present Cases Properly = Fill Schedules = Increase Revenues!
- Implant Treatment Coordination Formula, Present Cases Properly = Fill Schedules = Increase Revenues!

Bent Ericksen & Associates, Eugene, OR  
**H.R. and Employment Compliance Speaker** **March – Dec 2016**

Presented situations pertaining to in-office challenges, employment issues, employment manual revisions, H.R. management topics of concern, etc. to include solutions mandated by Federal and individual State law for the Dental Practice / Business / Entity.

Affiliated Healthcare Consultants, LTD.  
**Board Member - Presentation and Advisory Committee** **2012 - 2013**

SALES AND MARKETING EXPERIENCE

BOSI Performance Institute, Chicago, IL  
**Director of Programs, Business Development Manager** **July– Sept 2010**  
 Temp Contract Position. Business development, delivering workshops, directing consulting engagements, and administering on-site programs to individual entrepreneurs.

Broadwing, IT Consulting, Hoffman Estates, IL  
**Senior Account Manager – Enterprise Systems** **2001-2001**

GRAF Computer Associates, Arlington Heights, IL  
**Sales Manager, Recruiter** **1998-2000**

Bisco Dental Products, Schaumburg, IL  
**Technical and Call Center Manager** **1996-1998**

VOLUNTEER WORK

FITE Center for Independent Living, Mount Prospect, IL  
**Volunteer – Urgent Projects** **2010**

PUBLICATIONS AND PAPERS

*"What is Outstanding "Operational Equity!"® and How Is It Regenerated in Your Dental Practice!?"*  
*Publication presented on LinkedIn* **2017**

*Industry Leaders' Perspectives: The Future of Dental Support Organizations and Dental Practice*  
*Publication presented by McGurieWoods Law Firm – Featured on pgs. 17-18* **2015**

*"Dentist = Entrepreneur. Are All Dentists' Entrepreneurial DNA The Same?"*  
*Publication presented on Dentistry IQ and LinkedIn* **2015**

LANGUAGES

English – Native Language

MEMBERSHIPS

- Academy of Dental Management Consultants – (ADMC)
- AADOM Speaker/Consulting Alliance (ASCA) – Powered by ADMC and SCN
- American Association of Dental Group Practice (AADGP)