

DIANA L. THOMPSON CURRICULUM VITAE

640 Williams Drive, South Elgin, IL 60177, 630-817-8789, Diana@DentalPerformanceInstitute.com, www.DentalPerformanceInstitute.com

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® (Revenue Cycle Reactivation, Regeneration Mgmt.) 2012-Present
Focus: Increase profitability, enhance productivity, improve efficiency, enhance leadership skill levels.
 Metric and financial analytics (includes P&L reports), organizational, operational, leadership and team dynamic evaluation, strategic planning, customized action plan creation, focused implementation, change, project, & business relationship management for GP, specialty, Prosth, OMS within single-site, group, multi-site, emerging DSO businesses throughout U.S.A. In addition, observation of executive, middle, first-level mgmt., operations, practice flow, customer service, practitioner and team camaraderie. Acquisition to Transition integration. Practice De Novo Program Methodology extended to DIY Start-Up ventures.

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
Business Consultant, Practice Management - 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 (DSO Medicaid/Public Health Multi-State & Site), 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 Revenue
- Implant Treatment Coordination Formula, Present Cases Properly=Fill Schedules=Increase Revenue

Bent Ericksen & Associates, Eugene, OR

H.R. and Employment Compliance Speaker Mar–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, delivered workshops, directed consulting engagements, and administered 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

PODCASTS (GUEST APPEARANCE)

"Enhancing Practice Operations with Diana Thompson" | Dentistry Uncensored w/ Howard Farran Oct 2016

"#187, Find your Operational Equity® w/Diana Thompson" | Mark Costes of Dental Success Institute Aug 2017

"Locating Operational Equity®=Increase Revenues=Quality of Life" | Nomita Mehta Time Freedom Summit Jan 2017

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

MEMBERSHIPS

Academy of Dental Management Consultants – (ADMC)

AADOM Speaker/Consulting Alliance (ASCA) – Powered by ADMC and SCN

American Association of Dental Group Practice (AADGP)