

- Analysis of Operational (O.E.®) Modules & Metrics

- Financial Management
 - Production, Collections, A/R, Insurance, Billing, and Metrics Monitoring
- Case Management
 - Treatment Planning, Presentation, Completion, Follow-Up, and Monitoring
- Hygiene Department
 - Comprehensive Care & Retention
 - Periodontal Program
 - Metrics Monitoring
- Team Dynamics
 - Management Training, Mediation, Organizational Structure, Communication, Customer Service Training, and Practice Goal Awareness
- Marketing
 - Social Media Avenues, Website, Invitations, Testimonials, and Metrics Monitoring
- Value Based New Client Experience
- Strategic Scheduling (Doctor & Hygiene)
 - Time Management
 - Daily Goal Setting & Metrics Monitoring
- Patient Base Management
 - General Practitioner, Retention
- Referral Base Management - Specialty
 - Retention, Action Plan, Metrics
- Calendar & Monthly/Yearly Goal Creation
- Transition / Acquisition Operational Coaching

- Systems Implementation / Standardization

- Customized for each dental business.
- Enhancement, Repair, and/or New Creation
- Mirror systems/processes for DSO, DPM and/or multiple location environments.

- Compliance and Regulation Review

- Employment Compliance & Human Resource Management
 - Certified w/Bent Ericksen & Associates
 - Dental Practice Act (per state)

- Team Training, Building, and Unification

- Conflict Management
- Middle Management Training & Coaching

- Start-Up Practice Program & Coaching

- Insurance Credentialing / Processing
- Operations and Module Implementation
- Sourcing, Staffing & Training
- Value Based New Client Experience
- New Owner Mentoring Program
 - Associate to Owner Mindset
 - Workshops (Practitioner and Team)

Allow our Team the opportunity to locate the outstanding “Operational Equity”® (O.E.) (Low Hanging Fruit) within the operational modules of your dental practice(s).

My name is Diana Thompson, Founder/CEO of Dental Performance Institute, a professional coaching, and dental practice management consulting firm that partners with clients locally, regionally, and nationally. We collaborate with dental practice owners, (GP, Specialty, Group) dental practitioners, executives, Oral Surgeons, and their teams within a single, multi-site, multi-state, or group entity, Emerging DSO environment, Medicaid practice models, and Public Health Centers.

I am excited to introduce our company and business services to you and your dental business and/or organization. As a company, we offer both On-Site and Virtual Interactive Training Meeting services that are at the highest standard at extremely competitive fees.

Working hands-on in the dental industry and practice environment for 35-years has given me a solid understanding as to the rapid changes, headaches, pressures, and challenges each business owner, company, executive team, or investment firm face when it comes to operating and managing dental business operations, associates, auxiliaries, and team dynamics. Those issues can be turned around into opportunity for profitability, efficiency, scaling, and a smooth operating, stress-free environment for all equaling an *‘Quality of Life’*.

Whether you are entertaining the idea of bringing in a coach or consultant to analyze, organize, standardize, and improve current operations and/or team dynamics, interested in starting up a new practice or adding locations, require assistance with an acquisition, transition, or merging of practices, have 3-5 years prior to exit, transition or sale and need to excel profitability quickly to make your business attractive to buyers, in need of Leadership coaching or are currently working with a consultant or firm, but are looking for a change, I welcome the opportunity to meet, speak with you by phone, or virtual meeting to discuss your thoughts and obstacles at no cost to you.

Thank you for the time that you have taken to read through this letter. We look forward to hearing from you soon to schedule a time to discuss the challenges within your dental business or organization while creating a plan that meets your business vision, goals, and needs.

Warm regards,
Diana Thompson