

# Diana Thompson

## Dental Performance Institute



**Business Operations, Outstanding “Operational Equity!”<sup>®</sup>, Team, and Financial Analyst, DSO Infrastructure Development & Integration, Management Training & Coaching, New Practice Start-up Program, Implementation Specialist**

A Dental Practice Operations and Financial Analyst by trade, Diana’s clients’ and industry trusted advisors praise her most for being innovative, honest, direct, and professional. Her approach incorporates a focused 360-degree assessment of business operations, financials, its leader(s), (*exploring vision, goals, Outstanding “Operational Equity!”<sup>®</sup>*) and their team(s) – helping an organization to see what is holding them back from increasing revenues, scaling, improving efficiency, and advancing their business growth goals. With 31-years of dental industry experience, which includes 18 years of business consulting and coaching expertise, Diana specializes in, organizing, standardizing, and improving practice operations, patient and referral base retention, financial growth, increasing brand awareness, new business development, team building and communication, internal and external conflict management, transitions / acquisitions, start-up practices, and compliance. As part of her process, she helps clients create and implement the training and team building programs required to ensure that the cultural and other changes needed for growth to occur, will continue and stay with a practice or dental corporation well into the future. Diana sees through the white noise and helps underperforming businesses turnaround and revitalize their business operations in a timely manner.

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### Areas of Expertise

- Practice / Business Operations & Financial Analyst, Implementation Specialist
  - National, Regional, & Local Engagements
  - Single Location Dental Business
  - Multiple Location – Growing DSO & DPM
    - 0-5, 6-10, 11-15, 16-20 Locations
  - Medicaid / Public Aid Models
- Corporate Model Planning
  - Multiple Location
  - Multiple Practitioner (GP & Specialty)
  - Medicaid / Public Aid
- New Practice Start-Up Program Specialist
- Mergers, Consolidations, Transitions
- Business Assessment & Strategic Planning
- Create and Direct ‘Multi-Level’ Training Initiatives
- Turnaround & Revitalization of Programs, Processes, and Procedures
- Team Training, Building, and Unification
- Conflict Management
- Compliance / Regulation Review
  - Certified Consultant – Bent Ericksen & Associates
    - Employment Compliance
    - Human Resource Tools & Management

### Dental Office / Industry Experience

- EFDA / X-Ray (17 years)
  - GP, Specialty, Combination
  - Clinical & Lab Manager
- Office / Business Management
- Technical Sales Management
  - Dental Adhesives Manufacturer
- Information Technology Expertise
  - Software and Hardware

### Speaking Engagements

- Dental Client Corporate Seminars
  - Multiple Locations
- Various Study Clubs Throughout USA
- Dental Associations
- Mercer Global Advisors
  - Corporate Symposiums
- Staff Driven Dental Quarterly Meetings

**Diana Thompson - Founder / CEO**

**Dental Performance Institute**

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