

FROM LEAKS TO LEVERAGE:

How to Close Operational Gaps, Improve
Performance Metrics, Maximize Technology
Integration and Increase Practice Value



TODS

THOMPSON OKANAGAN
DENTAL SOCIETY

FRIDAY, OCTOBER 23, 2026

1:30pm – 4:30pm

(2.75 hours plus a 15-minute scheduled break)

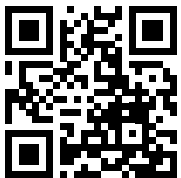
MENTORS:

Dr. Patti-Anne Jones

Transitions Sales Consultant, Tier Three Brokerage

LaVonne Keal

Founder, Keal Consulting Group



**PLEASE REGISTER FOR
THIS COURSE THROUGH
TODSMEETING.COM**

Struggling with understanding your practice's key performance indicators and how to fill the holes in your business? Whether patient attrition, team alignment, hygiene efficiencies, attracting new patients or general brand awareness, this 2-hour session will provide tools to understand your practice. Learn how a few key systems can make an impactful difference to your practice value, but also operational efficiency and team synergy.

This session will also demystify how dental practices are valued, breaking down key drivers such as cash flow, risk, operational efficiency, and growth potential. Building on that foundation, the session also examines how digital technologies are reshaping productivity, from streamlined workflows to enhanced patient experience. Attendees will gain insight into how simple enhancements can elevate practice performance and strengthen valuation. This course equips dental professionals with the knowledge needed to make informed decisions, maximize practice value, and thrive in a technology-driven future.



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5 KEY

LEARNING OBJECTIVES

By the end of this session, participants will be able to:

- 1 Interpret key practice performance indicators (KPIs) to identify gaps impacting patient retention, hygiene and overall practice performance.
- 2 Recognize the primary drivers of practice value, including cash flow, risk management, operational efficiency, and future growth potential.
- 3 Assess how systems, workflows and elective communication influence practice success by improving productivity, team synergy, and day-to-day efficiency.
- 4 Evaluate the impact of digital technologies on patient experience, clinical workflow, and long-term business performance.
- 5 Develop practical strategies and informed next steps to strengthen practice value, improve operations, and support sustainable growth.



Dr. Patti-Anne Jones
Transitions Sales
Consultant,
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Dr. Patti-Anne Jones is a dentist, MBA, and former BCDA Co-Director of Member Services, with 25+ years of clinical and leadership experience. Her background spans practice ownership, marketing, communications, and advising dentists on regulatory, operational, and employment matters. Since joining Tier Three in 2020, she has focused on helping dentists unlock practice potential, prepare for transition, and navigate valuations and sales while presenting widely at industry events.



LaVonne Keal
Founder,
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LaVonne Keal is a transformational coach and dental consultant who partners with practice owners, managers, and teams to strengthen leadership, improve operations, and drive sustainable growth. With over 25 years of experience—including 18 in the dental industry—she brings a practical, results-driven approach to building high-performing practices. Through Keal Consulting Group, LaVonne and her team deliver coaching and training experiences that equip teams with the skills and structure needed to perform at their best.