



# KATHLEEN O'DONNELL

MA, Vice President of Coaching

- Kathleen O'Donnell, MA, has worked with the dental industry for more than 20
- years. Along with her management of key departments in the fields of insurance, finance, electronics/high tech and education, O'Donnell possesses powerful real-world work experience that propels dental teams to success. She has trained hundreds of dental teams, as well as senior management and staff, in small and large corporations in the United States, United Kingdom, Canada, Taiwan and Thailand. O'Donnell specializes in executive coaching, team building and all aspects of practice management, particularly collections, insurance, scheduling and verbal skills.

For more than ten years, she was director of claims operations and customer service with Delta Dental Plan of California and has worked with several nationally known dental practice management organizations. She created and managed the practice management division at Matsco, a financial firm serving nationwide dentists. O'Donnell was a corporate trainer and organization development consultant with Advanced Micro Devices. In 2003, she joined Jameson as a consultant, bringing her wealth of experience and knowledge to blend with the Jameson Management methods and systems.

In 2006, O'Donnell was promoted to Vice President of Coaching to help coordinate schedules and provide consultants and clients with appropriate support. Since 1987, Kathleen has co-owned a graduate institution with campuses in San Francisco and Sacramento, California. This family-owned business has provided her with challenges and opportunities similar to many of the same issues dentists deal with daily in operating their own practices. O'Donnell is a member of the Academy of Dental Management Consultants.

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*"Kathleen O'Donnell has been instrumental in very quickly improving the organization and financial health of my practice. The other team members appreciate her as much as I do. It has been a pure pleasure to work with Kathleen." —Dr. Kelly Suchman, Lee's Summit, Missouri*

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