

## Kathleen A. Johnson | Condensed Vita

**Experience** | Founder and President of Kathleen Johnson and Associates, 1993-present  
Founder and President of Aeropointe Management, Inc. 1988-1993  
Dental Office Administrator, private and multi-specialty practices, 1970-1988

**Credentials** | Approved Continuing Education Provider, State of California  
Approved Instructor for the State of California Employment Training Program  
Certified Instructor of Private Postsecondary Education Institution under  
California Education Code #94311

**Publications** | “Maximizing Hygiene.” *Trojan Today*. Sep. 2003.  
“Ask the Consultant.” *TrojanOnLine*. (weekly since 2001)  
“Wayne Gretzky Turned a Dentist Into a Superstar.” *Contemporary Oral Hygiene*. July/August 2002.  
“Engineering the Ideal Day.” *DentalTown*. Jan. 2000.  
“This is Your Practice on DHMO’s.” *The Farran Report*. Nov. 1999.  
“Referral Building with a Patient Centered Practice.” *ASDC Newsletter*. 1999.

**Lectures** | “Winning the Insurance Game.” The Matsco Companies, Mission Viejo, CA, 2003  
“The Realities of a Dream Practice.” Irvine, CA, 2003.  
“Converting the Insurance Dependent Patient.” The Indian Dental Association, Brea, CA, 2003.  
“Engineering the Ideal Day.” Trojan Professional Services, Los Alamitos, CA, 2002  
“Missed Appointments/Missed Opportunities.” Internet Dental Forum, Montreal, Canada, 2001  
“Maximizing Patient Flow, Retention, and Referrals through Marketing and Management Techniques” AACD, LA Chapter, Palm Springs, CA, 2000  
“Creating a Patient Centered Practice” Association of Managed Care Providers, Los Angeles, CA 2000.

**Affiliations** | Academy of Dental Management Consultants, founding member and membership-at-large since 1989  
Department of Dental Examiners, since 1989  
Internet Dental Forum, since 1998  
Protocol Foundation of Orange County, since 1993