DENTAL OPERATIONS SYMPOSIUM 2026

Agenda

November 2 to 3, 2026 | Cain Watters Educational Center | Frisco, Texas

OPERATE BEFORE YOU AUTOMATE

dentalops2026.com

An evening reception and a full day built specifically for dental operators. Practical conversations, real-world strategies, and actionable tools designed to help leaders improve performance across their organizations.

MONDAY, NOVEMBER 2

5:00–8:00 PM

WELCOME RECEPTION + DINNER

Welcome reception and dinner

Guest speaker: Dr. Saam Zarrabi, Executive Chair, Rodeo Dental & Orthodontics

Kick off the symposium the evening before with dinner and conversation alongside the hosts, speakers, and fellow dental operators.

TUESDAY, NOVEMBER 3

7:30–8:30 AM

BREAKFAST + NETWORKING

Breakfast tacos & operator connections

Start the morning with delicious Texas breakfast tacos, coffee, and conversation with fellow dental executives and operators.

Come hungry, for breakfast and ideas.

8:30–9:00 AM

OPENING SESSION

Operate before you automate

Hosts, Dental Operations Symposium

Welcome to the 2026 Dental Operations Symposium.

We'll set the stage for the day, introduce the operators and industry leaders in the room, and discuss why strong systems, accountability, and operational fundamentals must come before technology and automation.

9:00 AM: WORKING SESSIONS BEGIN

9:00–9:45 AM

SESSION 1

AI at the intersection of operations & marketing

Dr. Kathryn Alderman + Guest Operator

AI is moving quickly, but where is it actually creating measurable value inside a dental organization?

This working session explores the intersection of operations, marketing, and AI. We'll look beyond the hype to discuss practical applications, implementation challenges, and how operators can determine where automation can make a meaningful impact today.

Key discussion: Where should operators automate, and where shouldn't they?

9:50–10:35 AM

SESSION 2

A/R & RCM: Read the red flags

Elizabeth Davis + Santosh Patel

A/R tells a story, if you know where to look.

This session focuses on the critical indicators operators should be watching across their revenue cycle, including collections, aging A/R, denials, clean claims, accountability, and the operational behaviors that impact cash flow.

Attendees will walk away with a clearer framework for identifying problems before they become expensive ones.

10:35–10:55 AM

MORNING BREAK

Coffee • Connect • Recharge

Grab a coffee, meet another operator, and continue the conversations from the morning sessions.

10:55–11:40 AM

SESSION 3

Reading a P&L like an operator

Katie Kraig + Melissa Wilson

You don't have to be a CFO to understand the numbers that drive your business.

This session breaks down how operators should read a P&L, connect financial results to day-to-day operations, and use budgets and KPIs to make better decisions.

The goal: turn financial reporting into an operational tool, not just a report you receive every month.

11:45 AM–12:30 PM

SESSION 4

Difficult conversations 2.0

Dr. Charles Moser + Santosh Patel

Great operators don't avoid difficult conversations. They learn how to have them effectively.

This interactive session tackles accountability, performance, expectations, and the conversations leaders often delay. We'll work through real scenarios and practical approaches operators can take back to their teams immediately.

12:30–1:30 PM

LUNCH

Lunch + operator networking

Take a break, recharge, and connect with other DSO and group-practice leaders.

No sales pitches. No exhibit-hall race.

Just operators sharing ideas, challenges, and what's actually working inside their organizations.

1:30–2:15 PM

SESSION 5

Build a training system that works

Bonnie Thompson + Guest Operator

Great onboarding isn't an orientation checklist.

This session focuses on creating a repeatable training system that helps new team members understand expectations, develop confidence, and become productive faster.

We'll explore what should happen during the critical first 14 days and how operators can build training systems that remain consistent as their organizations scale.

2:20–3:05 PM

SESSION 6

Payer panel + credentialing

Dr. Charles Moser + Guest Panelists

Credentialing delays and payer issues don't just create administrative headaches. They can result in lost production and delayed revenue.

This panel brings together operator and payer expertise to discuss credentialing, payer enrollment, denials, provider maintenance, and strategies for building a more disciplined payer-management process.

Bring your questions. This is designed to be an open, practical conversation.

3:05–3:25 PM

AFTERNOON BREAK

Coffee • Connect • Reset

One final recharge before we bring the day together.

3:25–4:25 PM

OPERATOR EXCHANGE

From ideas to execution: What's your next move?

This is where the symposium becomes a working session.

Attendees will break into operator-focused discussions to tackle real challenges facing their organizations. Compare approaches, pressure-test ideas, and learn directly from leaders dealing with many of the same issues.

We'll bring the room back together to share key takeaways, ideas, and commitments.

The goal: Leave with something you're going to do differently Monday morning.

4:25–4:35 PM

TRANSITION + RESET

Grab a drink and settle back in

Get ready to close the day with two personal stories from operators who have lived the growth journey.

4:35–4:50 PM

OPERATOR TED TALK #1

The operator growth journey

A candid look at the journey of becoming a stronger operator: the challenges, mistakes, turning points, and lessons that shaped the leader behind the title.

4:55–5:10 PM

OPERATOR TED TALK #2

The operator growth journey

A second operator shares their personal growth journey and the lessons they've learned while building teams, navigating change, and helping scale a dental organization.

5:10–5:30 PM

CLOSING SESSION

What will you do differently Monday?

Santosh Patel + Symposium Hosts

We'll close the 2026 Dental Operations Symposium by bringing the day back to one question:

What are you going to do differently when you return to your organization?

Final takeaways, commitments, acknowledgments, and a challenge to turn the day's conversations into action.

Leave with ideas. Leave with tools. Leave ready to operate.

5:30 PM | Symposium concludes | Limited attendance. Application required.

APPLY AND REGISTER
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THE PEOPLE IN THE ROOM

Meet our speakers



Dr. Charles Moser
Host, Rodeo Dental & Orthodontics



Santosh Patel
Host, Leadership and Execution



Dr. Kathryn Alderman
Host, Intelligent Care Alliance



Dr. Saam Zarrabi
Executive Chair, Rodeo Dental & Orthodontics



Ray Caruso
CEO, Lone Peak Dental Group



Katie Kraig
CAO, Lightwave Dental



Melissa Wilson
VP of Operations, Rodeo Dental



Elizabeth Davis
VP of RCM, Squire Dental



Bonnie Thompson
COO, Forest Family Dentistry



Teresa Williams
COO, Dental Express

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