



Supporting Dental Practices & DSOs

Turning Healthcare Strategy
Into Action

SILVANA FISCHMAN, FOUNDER

About Chai Class Consulting —

Chai Class Consulting partners with dental practices and DSOs to optimize operations, strengthen patient engagement, and build systems that support both clinical excellence and sustainable growth.

Whether supporting a single practice or scaling across multiple sites, our focus is on aligning strategy with execution—ensuring that practices deliver consistent patient care while driving operational success.

About the Founder —

Silvana Fischman, DDS (Intl), MHA, CRC, began her career as a dentist before moving into healthcare operations and executive leadership. With over 20 years of experience across provider organizations, MSOs, and multi-site care models, she brings a unique perspective at the intersection of clinical care, business operations, and growth strategy. Her background spans from managing single-office dental practices to scaling specialty and multi-site organizations nationwide, giving her first-hand insight into the challenges and opportunities faced by dental leaders.



Dental Practice & DSOs

How We Help

We provide the leadership, frameworks, and expertise dental organizations need to operate efficiently and scale successfully.

Our support includes:

- Optimizing front- and back-office workflows to improve efficiency and patient flow.
- Standardizing processes across multiple sites for consistency and scalability.
- Designing performance frameworks with KPIs tied to patient outcomes, quality, and operational success.
- Supporting growth strategies for independent practices preparing to expand or DSOs integrating new offices.
- Strengthening organizational culture to improve both patient and staff engagement.
- Partnering with leaders in analytics, compliance, EMR/dental software, AI, and more to deliver comprehensive solutions.

Impact:

By working with us, dental practices and DSOs gain the systems and support needed to thrive. The results you can expect:

- Greater operational efficiency and smoother patient flow.
- Consistency and scalability across multiple locations.
- Clear performance frameworks linked to quality and outcomes.
- Growth strategies designed for both independent practices and DSOs.

How we work - “Our Engagement Model”

Project-Based Engagements

We take on both short- and long-term projects that solve complex problems or drive sustained transformation.

What this means for you:

- Fast-turn workflow redesigns or audit preparation.
- Multi-month rollouts of care delivery models or operational systems.
- Initiatives focused on measurable outcomes and lasting impact.
- Flexible support whether your timeline is weeks or months.

Retainer-Based Support

When you need consistent access to expert guidance and support, we offer flexible retainer arrangements.

What this means for you:

- Ongoing access to senior consulting, coaching, and problem-solving.
- Immediate help without starting a new engagement each time.
- Cost-effective way to stay aligned with strategic goals.
- Ideal for organizations navigating change or scaling operations.

Fractional Leadership

When you need experienced leadership without a full-time commitment, we can step in as a fractional COO or senior operations advisor.

What this means for you:

- Executive-level direction and decision-making expertise.
- Hands-on leadership to drive performance and results.
- Flexible involvement that adapts as your business evolves.
- Strategic expertise to align teams and deliver measurable outcomes.

Let's Connect

Book a 30 Min Complimentary Consultation - <https://calendly.com/silvana-chaiclassconsulting/30min>

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