



Supporting **Multi** – *Site* **Provider** **Groups**

Turning
Healthcare Strategy Into Action

SILVANA FISCHMAN, FOUNDER

About Chai Class Consulting ———

Chai Class Consulting helps healthcare organizations turn strategy into action. We specialize in scaling programs across multiple sites, bridging the gap between corporate vision and frontline execution.

Our work focuses on: -

- Aligning teams around a shared vision
- Standardizing processes and workflows
- Building systems that sustain long-term performance

About the Founder ———

Silvana Fischman, DDS (Intl), MHA, CRC, brings 20+ years of leadership experience in provider groups, MSOs, and value-based care. She has led enterprise-wide programs in clinical operations, Stars, quality, and risk adjustment, helping organizations achieve measurable results across growth, efficiency, and patient outcomes.



Multi-Site Provider Groups

How We Help

We provide the frameworks, tools, and leadership that enable multi-site organizations to function as one cohesive system.

Our support includes:

- Designing scalable operating models that sustain growth across dozens of clinics or markets.
- Standardizing workflows and processes to ensure consistency in patient care and back-office operations.
- Implementing performance dashboards and accountability systems that make progress measurable.
- Aligning field teams with executive leadership so that frontline execution reflects organizational strategy.
- Strengthening organizational culture to engage both patients and providers across diverse sites.

Impact:

By working with us, multi-site groups gain the structure and systems they need to thrive. The results you can expect:

- Consistency across locations – so patients experience the same quality of care no matter where they go.
- Stronger organizational culture – unifying teams under a shared mission and values.
- Engaged providers and staff – improving morale, retention, and patient satisfaction.
- Measurable performance improvements – in efficiency, patient outcomes, and overall growth.

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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