



Empowering Management Services Organization

SILVANA FISCHMAN, FOUNDER

Turning Healthcare Strategy Into Action

About Chai Class Consulting ———

We work with MSOs to ensure that centralized services translate into measurable results at the clinic level. Our role is to close the gap between corporate infrastructure and field execution—helping MSOs deliver consistent value to providers and patients.

Chai Class Consulting partners with MSOs to build scalable systems, align provider networks, and strengthen both operational performance and clinical outcomes.

About the Founder ———

Silvana Fischman, DDS (Intl), MHA, CRC, has held VP and GM-level roles leading risk adjustment, Stars, and multi-site operations. She has designed and scaled MSO programs that align incentives, improve quality, and strengthen provider engagement—delivering measurable results across growth, efficiency, and patient satisfaction.



Management Services Organization (MSOs)

How We Help

We provide MSOs with the frameworks, leadership, and expertise to sustain high performance across networks.

Our support includes:

- Standardizing workflows across diverse provider groups.
- Improving execution of quality, coding, and compliance initiatives.
- Building scalable playbooks and KPIs for sustainable growth.
- Strengthening communication between corporate teams and local providers.
- Supporting organizational culture to enhance patient and provider engagement.
- Partnering with experts in analytics, compliance, EMR, AI, and more to deliver comprehensive solutions.

Impact:

By working with us, MSOs gain the ability to turn strategy into execution at scale. The results you can expect:

- Consistency across provider networks.
- Stronger provider engagement and collaboration.
- Improved execution of quality, coding, and compliance programs.
- Scalable systems that sustain growth and align with corporate goals.
- Measurable improvements in both operational and clinical performance.

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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