



Empowering Single – *Office* Primary Care Practice

SILVANA FISCHMAN, FOUNDER

Turning Healthcare Strategy Into Action

About Chai Class Consulting ———

We support independent physician practices that want to strengthen operations, improve performance, or prepare for growth. Smaller offices often need more than operational fixes—they need strategic guidance that acts as an extension of leadership.

Chai Class Consulting helps physicians balance the dual demands of patient care and business growth, bringing both strategy and operational expertise to smaller practices.

About the Founder ———

Silvana Fischman, DDS (Intl), MHA, CRC, is a seasoned healthcare executive with extensive experience in operations, quality, and program design. She deeply understands the realities of smaller practices, where physicians must manage patient care while building sustainable operations.



Single-office Primary Care Practice

How We Help

We provide the frameworks, tools, and leadership that independent PCPs need to operate with confidence and clarity.

Our support includes:

- Acting as the missing executive partner to guide strategy and decision-making.
- Creating efficient processes for scheduling, documentation, and coding.
- Training staff on quality programs and operational best practices.
- Designing a growth plan for long-term stability or expansion.
- Strengthening organizational culture to improve both patient and staff engagement.
- Partnering with experts in analytics, compliance, EMR, AI, and more to deliver comprehensive solutions.

Impact:

By working with us, independent practices gain the stability and strategy needed to thrive. The results you can expect:

- More efficient operations and reduced administrative burden.
- Improved staff performance and higher patient satisfaction.
- Clear pathways for growth and long-term sustainability.
- Confidence in compliance, quality, and operational standards.

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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