



Lakeview ExperienceChange

Building change capability is a healthcare imperative

The health care industry is under enormous pressure to innovate. Leadership is tasked with seemingly contradictory objectives: decrease costs and improve the quality of patient care. Ideas for achieving success exist but they often face formidable resistance from a broad base of stakeholders with entrenched interests. Management’s ability to effectively lead change is critical.

ExperienceChange Lakeview is a powerful enabler for health care change. Users learn and immediately apply change best practice in a realistic health care scenario. Whether delivered as an in-class exercise or a single-user online assignment, ExperienceChange provides an exciting and meaningful learning experience.

Can you resuscitate Lakeview’s reputation?

The Lakeview simulation challenges participants to reduce wait-times in an emergency department by applying lean management practices. Developed in partnership with the Collaborative for Health Sector Strategy at the University of Toronto, Lakeview brings together best practice in change management as it introduces the concept of lean practices within health care.

Over 50,000 ExperienceChange users including:

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Lakeview enables you to practice:

- Identifying, understanding and balancing stakeholder interests
- Applying change leadership best practices
- Finding and capitalizing on change leverage points
- Mitigating risks unique to health care management
- Implementing lean management practices within health care

“ The Lakeview simulation is an engaging and effective tool in teaching health care change management and introducing the concepts of LEAN. The simulation has been integrated into the University of Toronto medical school curriculum as well as executive education. ”

Dante Morra, MD, MBA, FRCP(C)
Medical Director - Centre For Innovation in Complex Care
Staff Physician - Toronto General Hospital

“ The Lakeview Simulation allows participants, from the novice to the most experienced, to test their theories and intuition in safe—but realistic and demanding—situations. Short of experimenting with change in the “real world,” the ExperiencePoint simulations are the most effective learning tools I’ve used in 22 years of teaching. ”

Brian Golden, PhD
Sandra Rotman Chaired Professor in Health Sector Strategy
The Rotman School of Management, The University of Toronto

About ExperiencePoint

ExperiencePoint helps individuals and their organizations achieve extraordinary results through “perfect practice.” We design and deliver engaging, powerful simulations that enable focused experience with business theory, techniques, and tools. Our mission is to help individuals learn, grow, and excel in the workplace.

In Partnership with



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MAINTENANCE OF CERTIFICATION (MOC) Attendance at this program entitles certified Canadian College of Health Service Executives members (CHE / FCHSE) to 3.5 Category II credits toward their maintenance of certification requirement.