



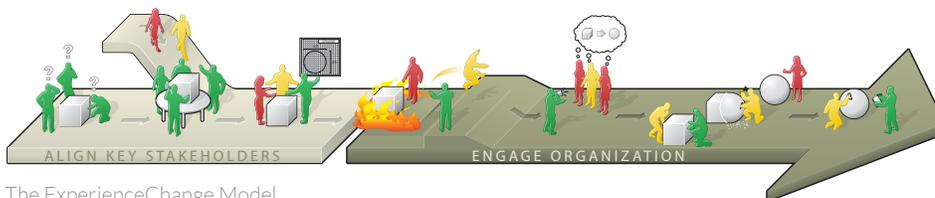
Change is certain. Buy-in isn't.

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.

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 CareStaff Physician
 Toronto General Hospital



The ExperienceChange Model

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.

ExperienceChange workshops give people the change confidence and competence that organizations need to thrive and endure.

To learn more, please contact:

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



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