

We all want to make a **positive impact**.

But sometimes, change feels **impossible**, and we feel **hopeless, defeated**. We may even think, "What's the point? There's only so much I can do."

The good news is that **powerful changes** can come from **simple actions**.



FOR EXAMPLE:

A few simple actions can change the culture of a program.

One clinic decided that any new patient could see a doctor within 48 hours. This clinic scheduled time in the provider's schedule to receive walk-in clients based on the minimum number of "no-shows" the doctor averaged a day. They blocked off appointments for walk-in patients, not with the intention of having a walk-in client use that particular time slot, but to build a cushion into the schedule. With the buy-in from the providers, these few simple actions powerfully affected the clinic's ability to serve its clients. This program now serves as an example of how to achieve the seemingly impossible.

What **simple action** have you taken that yielded powerful results?

What **change** would you like to see?

What **simple action** might contribute to that change?

What would it take to make the **first step** today?

Simple actions can affect systems. Systems impact people. Go ahead and take that first step.