

Provider
WEEK 17

Toggle Up™



— THE WOW METHOD —

Welcome.
Own.
Wow'em!



EVERY PATIENT | EVERY TIME | EVERY INTERACTION



THE BIG IDEA

Pressure doesn't define exceptional providers.

How they respond to pressure does.

The moments that challenge us most are often the moments patients remember most.



OWN EVERY INTERACTION

When pressure increases, intentionally increase:

Presence.

Listening.

Patience.

Kindness.

Human connection.

Especially when it feels hardest.



TRY THIS TODAY

When an interaction feels especially challenging, recognize the moment and intentionally Toggle Up™.



HUMAN CONNECTION

The patients who need your humanity most may be the ones you meet on your hardest days.



WHY IT MATTERS

Patients may never know how difficult your day was.

They will remember how they felt in your care.



THE WOW HABIT

When pressure increases...human connection increases.



THIS WEEK'S COMMITMENT

Let your most difficult moments become your strongest moments.

Welcome the person. Own the moment. Wow'em!™

THE WOW METHOD™