

2026 CASE STUDY

Solving Survey Inconsistency Across Meridian Healthcare's 34 Diverse Programs

Partner Spotlight: Meridian Healthcare



THE CHALLENGE

Standardizing Feedback Across a Complex Network

As a behavioral health agency serving 14 counties in North Central Florida with over 34 different programs, Meridian faced significant hurdles in gathering reliable client feedback:

- **Lack of Randomization:** Clinician-led surveys were inconsistent, as some providers were diligent while others were unaware the surveys existed.
- **Geographic and Programmatic Diversity:** Overseeing levels of care ranging from primary care to inpatient and residential treatment required a centralized feedback solution that delivered both high-level organizational snapshots and site-specific performance metrics.
- **Preserving Anonymity:** In residential settings, capturing candid feedback required a system where clients felt safe from staff monitoring.
- **Leadership Visibility:** Senior leadership needed a more efficient way to monitor performance indicators across all sites without relying on manual reporting.



THE SOLUTION

Pulse For Good's Autonomous Listening Engine

Meridian implemented Pulse For Good kiosks to create a standardized, automated feedback loop that removed the burden of distribution from clinicians and scaled well across diverse locations.

THE RESULTS

Insights Behind the Data

The integration of Pulse For Good has significantly elevated the quality of Meridian's organizational oversight. Key outcomes include:

Immediate Crisis Resolution

A client used the kiosk to express confusion regarding an impending court hearing; staff received the feedback in real-time and intervened to ensure the client successfully attended.

Individualized Adaptation

The Pulse For Good system provided the ability to analyze performance by program, location, or specific dates and adapt to unique conditions.



Autonomous & Anonymous

The kiosks provide a safe, private space for members to share true feelings without staff intervention.

Real-Time Dashboards

Staff gained instant access to a survey dashboard, transforming raw sentiment into actionable data.

Consistent Monitoring

Results can be reviewed 24/7 to ensure any issues are addressed immediately.

Evaluating Program Changes

Real-time feedback helps leaders gauge whether recent program changes are a "hit" with clients or if they require further adjustment.

Operational Agility

Real-time dashboards enabled senior leadership to act on feedback immediately rather than waiting for quarterly reviews.

IMPLEMENTATION

From Feedback to Transformation

Michelle Lisk, Senior VP of Organizational Excellence, attributes Meridian's success to a strategic approach to implementation.

1. Customized Views

Meridian added all senior leaders as viewers in the Pulse portal, enabling them to view real-time metrics for their specific sites.

2. Direct Leadership Access

Rather than filtering data through reports, Meridian prioritized giving leaders direct portal access, finding that real-time visibility was far more meaningful than static summaries.

3. Increased Reach

Meridian is currently expanding its feedback reach by utilizing QR codes and survey links to capture data from telehealth clients who do not visit physical locations.

4. Enhanced Anonymity

Meridian uses intentional kiosk placement in neutral areas like cafeterias to increase the volume and candor of feedback.



CONCLUSION

Bridging the Gap Through Listening

By replacing inconsistent manual surveys with a robust kiosk network, Meridian has enhanced its feedback process while maintaining the anonymity essential for behavioral health treatment.

Pulse For Good's automated system has provided senior leadership with the oversight necessary to manage 34 diverse programs across 14 counties, offering real-time snapshots and monitored indicators to track organizational growth or recession.

Thanks to Pulse For Good's feedback solutions, Meridian has been able to move beyond general scores and proactively resolve specific operational gaps across a wide range of programs.

WHY CHOOSE PULSE FOR GOOD?

Go Beyond Traditional Surveys

Meridian Healthcare transformed their operations by listening to their community's voice. You can achieve similar results by utilizing Pulse For Good's purpose-built feedback system:

Safety First

Pulse For Good kiosks are designed specifically for high-risk environments, ensuring that fear and power dynamics do not skew the truth.

True Anonymity

Unlike traditional surveys that may carry a risk of retaliation, Pulse For Good kiosks provide a secure, private way for members to share their real experiences.

Real-Time Insights

Access feedback data immediately through intuitive dashboards, allowing you to identify and address trends before they become major issues.

Proven Results

Organizations using PFG kiosks see more than 7x higher response rates than traditional paper surveys, leading to earlier detection of issues and more confident decision-making.

Better Begins With Listening

Transform your organization's approach to community feedback and create meaningful change through real-time insights.

Learn More About Pulse For Good at pulseforgood.com