

2026 CASE STUDY

# Scaling Client Feedback Across Language Boundaries and Five Counties

Partner Spotlight: Comprehensive Healthcare



## THE CHALLENGE

### Optimizing Feedback Across a Multi-County Network

Comprehensive Healthcare operates as a large-scale behavioral health agency, providing diverse services—including outpatient mental health, substance use, inpatient treatment, and residential programs—across at least five counties in Washington State. Before partnering with Pulse For Good, the organization faced several hurdles in capturing meaningful client voices:

- **Low Engagement Rates:** Previous attempts to utilize text message and online surveys proved challenging, often resulting in poor response rates from clients.
- **Data Fragmentation:** With multiple locations in cities like Yakima, Ellensburg, Sunnyside, Pasco, and Walla Walla, the agency needed a way to consolidate feedback for both local campus directors and high-level board reporting.
- **Language Barriers:** Manually translating Spanish comments was time-consuming and often led to inaccuracies in AI sentiment categorization.



## THE SOLUTION

### Pulse For Good's Responsive Kiosk Network

To address these gaps, Comprehensive Healthcare deployed eight Pulse For Good kiosks strategically across their organization. The implementation focused on accessibility and real-time responsiveness:

## THE RESULTS

### Insights Behind the Data

By moving away from traditional text-based surveys, Comprehensive Healthcare saw a significant surge in participation and data quality:

#### Volume of Feedback

The agency reported over 1,000 surveys completed in a single quarter.

#### Board-Level Visibility

Survey data is rolled up into comparison and trending graphs for quarterly agency reporting and annual presentations to the board.



#### 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.

#### Participation Trending

By combining kiosk data with raw client numbers, the agency can now trend participation rates by location over five-quarter periods.

#### Time Saver

Pulse's system automatically and instantly translates multilingual comments and accurately categorizes them by sentiment, saving countless staff hours.

# IMPLEMENTATION

## From Feedback to Transformation

Comprehensive Healthcare utilizes Pulse For Good data to foster a culture of accountability and continuous improvement:

### 1. Strategic Placement

Kiosks were installed at every outpatient office, with dedicated units for specialized programs like the Opioid Treatment Program and walk-in wellness clinics.

### 2. Real-Time Monitoring

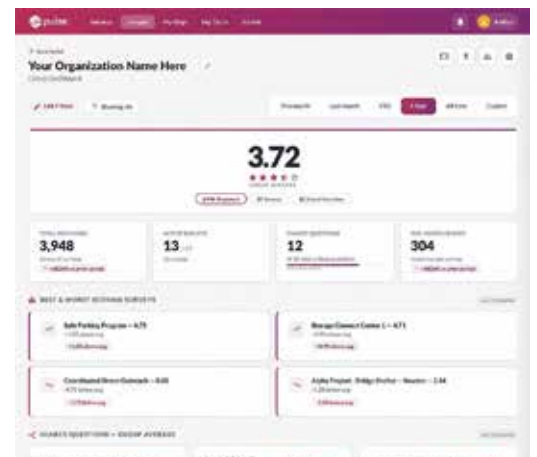
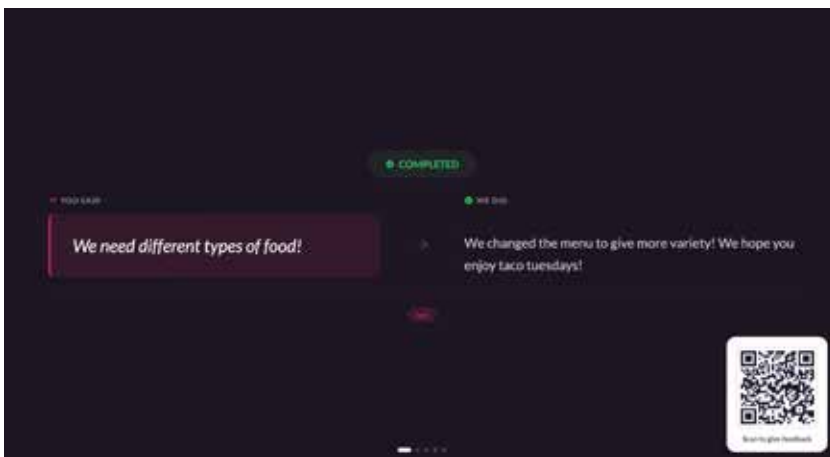
Program managers and directors gained access to live dashboards to monitor feedback as it arrived.

### 3. Automated Translation

The agency adopted Pulse's recent auto-translation feature, allowing Spanish comments to be instantly translated and accurately categorized by sentiment.

### 4. Monthly Feedback

Every location updates a "feedback poster" monthly, showing current scores and explicitly stating, "What we're doing based on your comments".



## CONCLUSION

### Bridging the Gap Through Listening

Comprehensive Healthcare's partnership with Pulse For Good demonstrates that the right technology can turn a high volume of feedback into a meaningful roadmap for improvement. By pivoting from challenging text-based surveys to intuitive, accessible kiosks, Comprehensive Healthcare has unlocked significantly higher engagement and more reliable data quality.

The system's inherent customization allows the team to easily edit questions and run multiple concurrent surveys across various programs, while real-time dashboards and the Pulse team's constant responsiveness ensure that leaders can identify and address action items as they arrive. Ultimately, this collaboration turns raw feedback into actionable quarterly and annual trends that empower leadership to make informed, board-level decisions. By moving beyond traditional survey methods, Comprehensive Healthcare has established a system where client voices directly inform organizational change.

## WHY CHOOSE PULSE FOR GOOD?

### Go Beyond Traditional Surveys

Comprehensive 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](https://pulseforgood.com)