



VBH +  
PULSE FOR GOOD

21k+

pieces of feedback  
collected over 4  
years

“To have a vendor that partners and is helpful that’s high-level. That’s good stuff.”

MELISSA EDGEWORTH, DIRECTOR OF ADMINISTRATIVE SERVICES

## CHALLENGE

Our previous experience with customer surveys were on paper,” Melissa Edgeworth, the Director of Administrative Services at Valley Behavioral Health, said. “They were done on paper, they were submitted to our oversight team, types them in, stowed in a shared folder drive, and we never saw them again. That was our customer satisfaction surveys. The data wasn’t very good,” Edgeworth said. “It was hand transcribed, hand written, and it was old. It was just hidden away.”

## SOLUTIONS, BENEFITS & RESULTS

“It’s in the moment data, It’s just this sort of passive thing that’s there that they don’t have to do anything about it. And the clients are still using it. It’s low effort for the support staff, and they’re so busy, and their jobs are so hard. I love the low-effort option for them. They don’t have to hand them a paper, they don’t have to type it in. My courier doesn’t have to go pick it up and bring it back to admin. They just tap on it and it works, and I can read it.”

## ABOUT VBH

For over 30 years, Valley Behavioral Health has successfully helped thousands of adults, children, and families by providing individualized therapy, mental health services, and personalized treatment methods to each individual's needs.



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