



NATIONAL HEALTH  
FOUNDATION + PFG

1,700+

pieces of  
feedback  
collected  
over 2 years

“[Pulse For Good]  
takes the place of a  
full-time employee and  
it’s way cheaper.”

KELLY BRUNO, CEO - NATIONAL HEALTH FOUNDATION



## CHALLENGE

"We have a power problem. I have power over every person who comes to our facilities, and that power is that I can tell them that they can stay, or I can tell them that they have to go...Pulse For Good takes that away. It takes it away so that our guests, those who we serve, can answer questions about how we're doing without anybody knowing who they are..."

## SOLUTIONS, BENEFITS & RESULTS

"We don't always hear about everything, but this feedback helps us hear about that finer level of detail, and we learn from it, and then we address it before it's a huge problem."

"...we found out that one of our living rooms was being shut down early, which wasn't the policy, but someone made a comment about it, and it was brought to our attention..."

## ABOUT NHF

Located in Los Angeles, the National Health Foundation (NHF) was founded in 1973 to conduct research and educational programs related to healthcare delivery, particularly in hospital settings. Like many compassionate-service nonprofits, the NHF's initial purpose has evolved greatly. Today, their stated mission is to improve the health of individuals living in under-resourced communities.

Ready to start your own feedback journey?  
Visit [www.pulseforgood.com/nhf](http://www.pulseforgood.com/nhf) to learn more

