



pulse

TRIUMPH TREATMENT
SERVICES + PFG

4700+

pieces of
feedback
collected last
year

“The biggest value is that our patients recognize that we really do want to hear from them.”

ROBIN APPLING - PRESIDENT OF HUMAN RESOURCES



CHALLENGE

"Our staff serve patients suffering from mental health and substance use disorder. Staff members struggle when their expectations for patients do not match the patient's current abilities, and then they feel "disrespected." This (along with other factors) often leads to compassion fatigue. We wanted a way to hear from our "customers" and our staff, so we have Pulse For Good kiosks in our patient-facing locations."

SOLUTIONS, BENEFITS & RESULTS

"It has given the patients a safe way to share serious concerns as well as heartfelt gratitude. People express what they are feeling in the moment. Here's an example: our staff were expressing concern about their ability to provide a specific service in a timely manner. Our patients were also expressing concern. [After processing feedback from Pulse For Good's kiosks], they are now considering doubling that staff in order to be more efficient."

ABOUT TRIUMPH

Triumph Treatment Services (Triumph) is a multifaceted community service provider that offers care and treatment for substance use disorder and mental health disorders. Founded in 1961 and based in Washington state, the nonprofit organization also provides more than 130 beds in housing for those experiencing homelessness. Triumph's housing resources include ten locations that provide clean and sober shelter, transitional housing, and permanent housing.

Ready to start your own feedback journey?
Visit www.pulseforgood.com/triumph to learn more

