

**Human Affairs International of California* (HAI-CA)
Western Health Advantage (WHA)
2008 Member Satisfaction Survey**

Surveys mailed: 1,117 Response rate: 16 percent		
Survey Item		Percent Satisfied
Areas of High Satisfaction	Overall member satisfaction	93%
	Staff responsive, knowledgeable, courteous	92% - 97%
	Therapist age, gender, skills, ethnic background, language.	98% - 99%
	Treatment by therapist, listened, explained treatment plan, involved member in treatment	85% - 93%
	Office wait time >15 minutes.	95% seldom or never
	Able to get treatment believed necessary	80%
	HAI-CA staff responsive, knowledgeable, courteous.	92% - 97%
	Therapist age, gender, skills, ethnic background, language.	98% - 99%
Opportunities for Improvement	Did the hospital facilities work with you and/or your family to develop an after-discharge treatment plan?	55%
	In the last 12 months, how much of a problem, if any, was it to get the counseling or treatment you or your therapist/counselor believed necessary?	80%

*Magellan subsidiaries in California are Human Affairs International of California (HAI-CA) and Magellan Health Services of California Inc.- Employer Services