



Enhancing Mental Health Care at Kaiser Permanente

Kaiser Permanente continues to enhance the comprehensive mental health care services it offers in California.

QUALITY



Office of Patient Advocate 2018-2019 Report Card: Kaiser Permanente Northern California rated highest for behavioral and mental health care (only plan out of 16 rated to receive 5 stars).

NCQA 2018 Quality Compass: Highest rating in 14 of 17 behavioral health measures for California commercial plans.

ADDRESSING STIGMA

Launched **"Find Your Words"** (findyourwords.org) public awareness effort in 2016 to reduce stigma around depression and empower people to talk about mental health and ask for the help they need.

INNOVATION

100% increase in telehealth visits since 2017 through programs such as Connect 2 Care, which facilitates same or next day initial appointments for patients who want that option. Also developed new model to predict suicide risk.

ADVOCACY

Recently supported Proposition 2, the voter-approved No Place Like Home Act of 2018 initiative, which provides \$2 billion towards housing for mentally ill individuals in California who are homeless.

PARTNERSHIPS



Addressing mental health challenges facing America with National Alliance on Mental Illness, National Suicide Prevention Lifeline, Crisis Text Line, Mental Health America, National Council for Behavioral Health, The Trevor Project, NBA and StoryCorps.

STAFFING



30% increase in Kaiser Permanente mental health professionals in California since 2015.

SALARIES & BENEFITS



Across Kaiser Permanente in Northern California, the majority of psychologists earn \$138,000 or more, and the majority of social workers earn \$111,000 or more. In Southern California, the majority of psychologists earn \$135,000 or more, and the majority of social workers earn \$109,000 or more.

FACILITIES

Invested **\$93 million** to refurbish 72 mental health sites in California and **\$175 million** to build 13 new ones since 2016.



COMMUNITY HEALTH

As part of **\$2.8 billion spent** on community benefit in 2017, invested in wide range of programs to improve the mental health of California communities - including Educational Theatre, the Watts Counseling and Learning Center and grants to hundreds of organizations like Health Professions Education Foundation and Santa Rosa Community Health.