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 the 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).

National Committee for Quality Assurance 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- and next-day initial appointments for patients who want that option. Also developed new model to predict suicide risk.

ADVOCACY

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

STAFFING

30% increase of Kaiser Permanente mental health professionals in California since 2015. As of July 2019, opened nearly 300 new, full-time mental health positions across California.

SALARIES & BENEFITS

Across Kaiser Permanente in Northern California, the majority of psychologists earn $138,000 annually 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.

BUILDING A PIPELINE

Investing $50 million over the next 3 years to increase the number of people entering, developing, and remaining in mental health care professions.

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.

FACILITIES

Spending more than $700 million on projects to expand and update our mental health care offices, with the goal of increasing care, accessibility, convenience, comfort, and privacy.

COMMUNITY HEALTH

As part of $2.8 billion spent on community benefit in 2018, invested in wide range of programs to improve the mental health of California communities — including Educational Theatre, he Watts Counseling and Learning Center, and grants to hundreds of organizations such as Health Professions Education Foundation and Santa Rosa Community Health.

*Updated Commitments as of July 2019