

Transcript: Mental Health and Addiction Care at Kaiser Permanente — B2B Video

At Kaiser Permanente, we believe keeping your employees healthy isn't just the right thing to do, it's the best way to keep your business thriving.

In this video, we'll share how Kaiser Permanente delivers exceptional mental health and addiction care, explain the range of services available, and show how you and your employees can get the most out of your health plan.

Mental health and addiction care is not one-size-fits-all.

At Kaiser Permanente, we understand that everyone is on a personal journey and has their own unique needs. That's why we offer a full range of industry-leading mental health and addiction care resources for adults, teenagers, and children.

We meet our patients where they are with the right care, at the right time. We listen to their experience, strive to honor their preferences, and support them along a personalized care pathway that is designed to meet their unique needs. Guided by their feedback, it ends when they reach their goals.

Because we're an integrated care model, we're able to seamlessly consult and collaborate across specialties, record patient responses, and track progress to refine care and treatment in real time, ensuring each member's medical history always informs their future care.

Evidence shows that feedback-informed mental health and addiction care is twice as effective, with 50% lower dropout rates than other approaches, and 33% less risk of symptoms getting worse.

And since studies tell us that workplace stress costs businesses a staggering \$300B a year, it pays to invest in employee mental health. Healthier, happier employees means long-term savings for you.

Our integrated model also allows for more transparent reporting, including health plan, provider, and hospital claims information, which is more robust than general health plan claims data.

Finally, we work closely with our EAP partners to ensure seamless transitions between your EAP program and our care—helping improve both member satisfaction and health outcomes for your employees.

At Kaiser Permanente, members can start a conversation about mental health or addiction care anytime, with anyone on their care team.

While other mental health care providers focus on weekly sessions without specific goals beyond talk therapy, we partner with members to learn what they'd like to accomplish, then create a personalized care plan that incorporates both traditional support and a full range of additional tools and resources. Just like with a member's physical health, we continually track progress and make shared decisions together, refining their personalized plan along the way so they feel better sooner.

Personalized care plans may include outpatient services such as individual therapy and group sessions, as well as medication management. Plans may also include inpatient and emergency support, along with access to self-care apps, educational programs, and more.

Our members have access to our full spectrum of health care specialists—professionals who are diverse in both their backgrounds and expertise. This includes licensed therapists, social workers, and psychologists, who all provide one-on-one care, and psychiatrists, pediatric physicians, and primary care doctors, who support with medication and overall coordination. We also have specialists in addiction medicine, recovery, eating disorders, and more—all working together for member care.

Our doctors, including primary care physicians, are trained to screen for any issues that may impact mental health. In fact, up to 60% of mental health treatment happens in primary care. This means we're able to identify problems before they become more serious and costly to address. We can easily refer patients to specialists or community resource partners who can help with the essentials of good health like food, housing, finances, and transportation needs.

For members needing addiction care, our approach is industry leading. We offer medication management, resources for recovery, and crisis support. Our personalized care teams meet members where they are—without judgement—to help them gain the tools they need to get better.

In addition to a coordinated care team, Kaiser Permanente offers a wealth of self-care resources to help members navigate life's many challenges.

Members have access to proven tips, tools, and self-care apps online, as well as self-assessments for depression, alcohol and substance use, and stress.

And members can learn new skills in our educational workshops and programs that will empower them to take steps toward healthy life changes.

Nationwide, mental health care providers are struggling to meet growing demand.

At Kaiser Permanente, we're proud of our work to address an ongoing shortage of mental health care providers across the country.

We're expanding our workforce each year, and creating new career pathways for future clinicians, especially from underrepresented communities—so we can better serve all our members.

We recognize there is still much work to be done and we are always striving to improve the mental health and addiction care experience.

With convenient, coordinated care and superior health outcomes for your employees—and long-term savings for you—it's no wonder Kaiser Permanente is the preferred health plan for so many organizations nationwide.

For more information about mental health and addiction care at Kaiser Permanente, visit our website.