



CalPERS Retiree Roundtable

A Kaiser Permanente Overview | Mental Health & Wellness Services

Erin Ramachandran | May 2019



Agenda

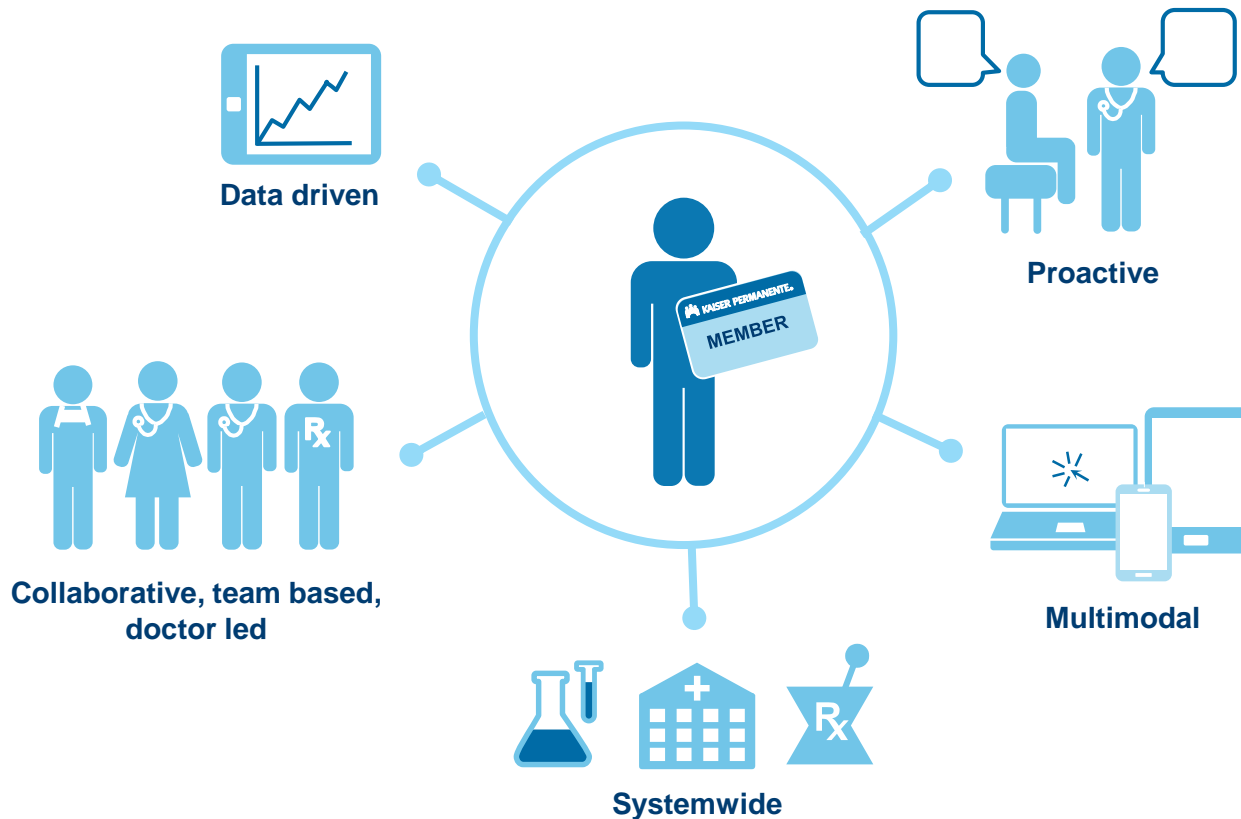
Model of Mental Health & Wellness – What Sets Us Apart?

Mental Health & Wellness Services

Member Access to Care

Expanding Service & Empowering Patients

Our integrated approach to mental health and wellness benefits members — and sets us apart



Kaiser Permanente offers a wide array of mental health and wellness services

Spectrum of mental health and substance abuse services

Primary care settings

- Mental health clinicians embedded in primary care
- Self-care resources
- Health education programs
- Colocation of services
- Medication management

Outpatient

- Clinical evaluation
- Crisis intervention
- Individual psychotherapy
- Group psychotherapy
- Family/conjoint therapy
- Condition education classes
- Case management
- Psychopharmacological treatment
- Dual-diagnosis programs

Intensive outpatient services

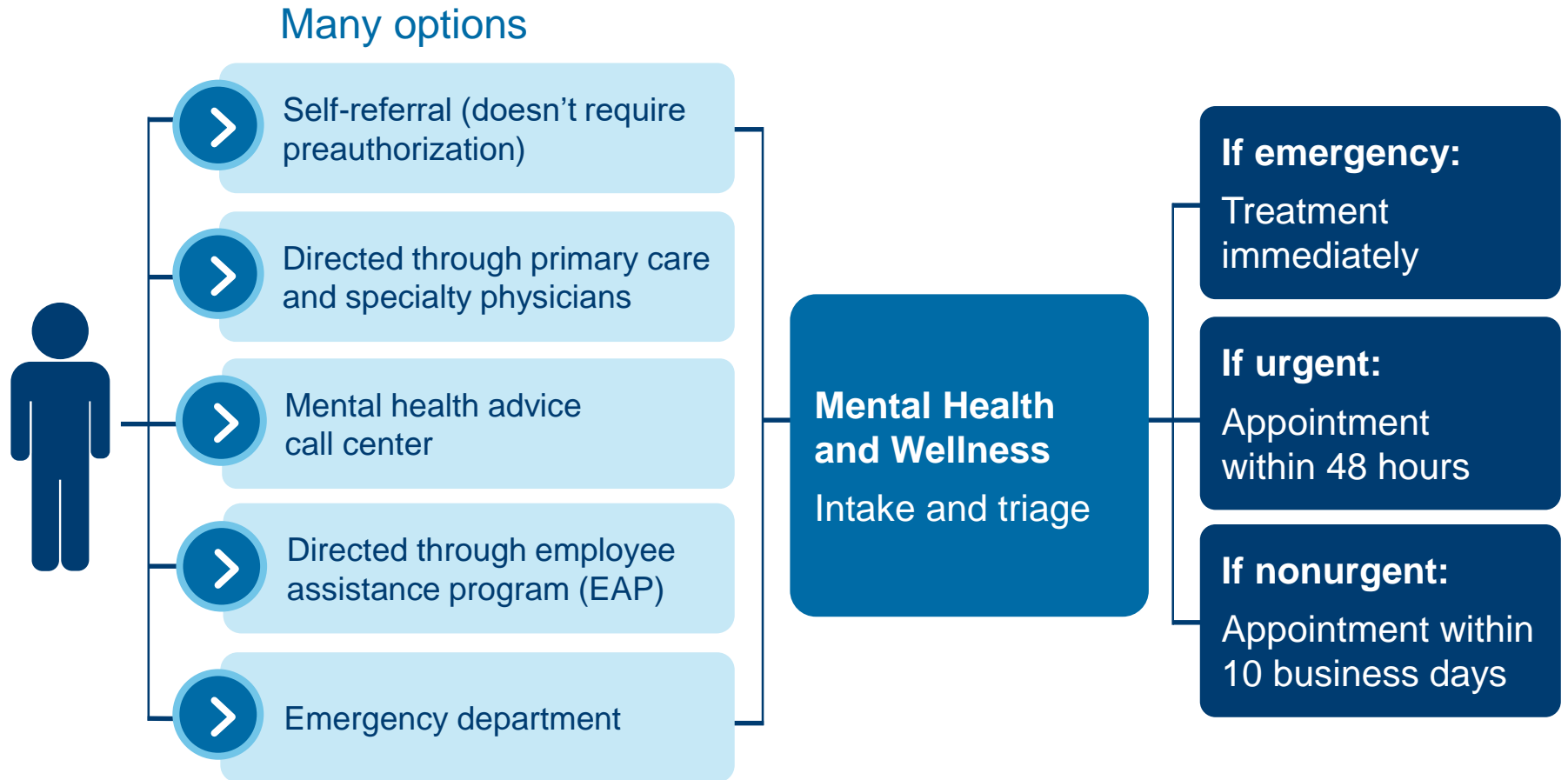
- Intensive outpatient programs
- Partial hospitalization
- Chemical dependency intensive recovery programs
- Intensive case management
- Electroconvulsive treatment

Inpatient

- Crisis evaluation and management
- Inpatient psychiatric hospitalization
- Inpatient detoxification
- Crisis residential/hospital alternative treatment programs
- Consultation — emergency department and hospital liaison services

These are integrated as part of our care delivery system.

How members access care



Screening and brief intervention in the primary care setting

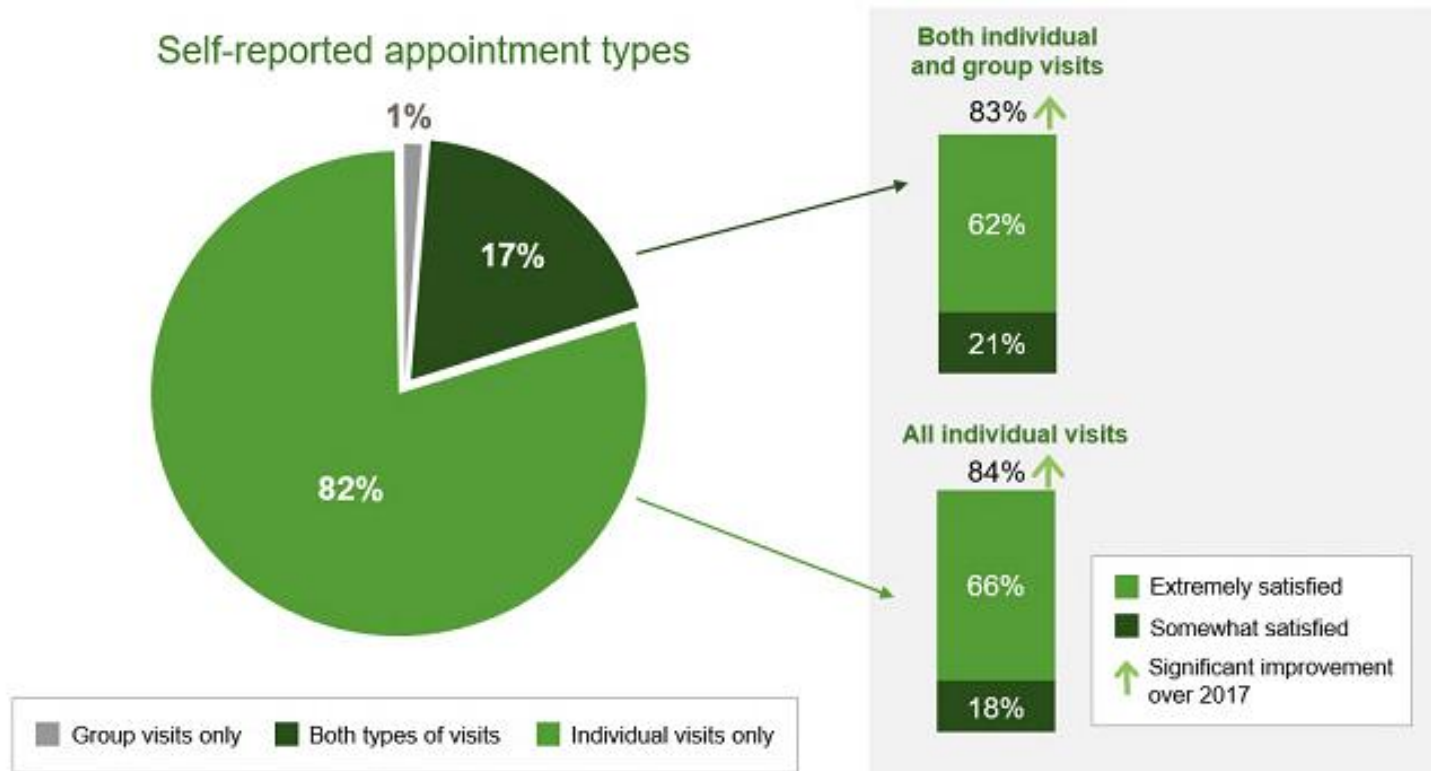
Primary care doctors at Kaiser Permanente are trained and equipped to identify and screen people with mental health needs.

Our doctors are supported by:

- Screening tools and clinical practice guidelines in the electronic health record
- Specialized training
- Real-time consultations with psychiatrists and psychologists
- Embedded mental health clinicians
- Depression care management programs



Members are satisfied with their personalized care and treatment they receive



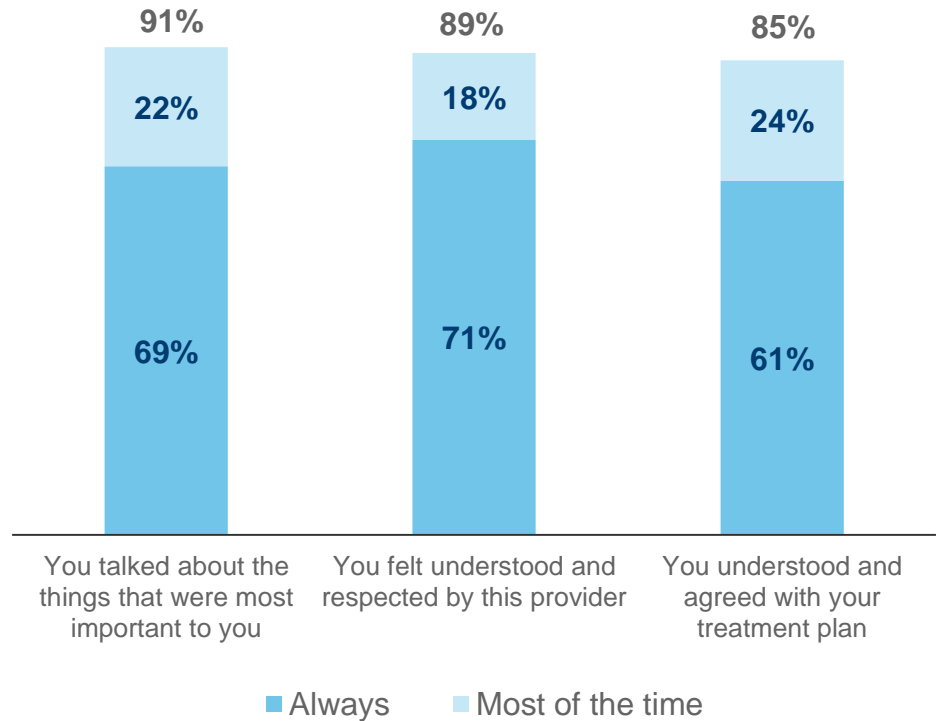
Source: 2018 California Mental Health Member Experience Survey.

Members are satisfied with their care

Overall provider rating



Provider interaction ratings



■ Somewhat satisfied ■ Extremely satisfied

Source: 2018 California Mental Health Member Experience Survey.

Provide our members the right information at the right time



Mental Health content center - kp.org/mentalhealth



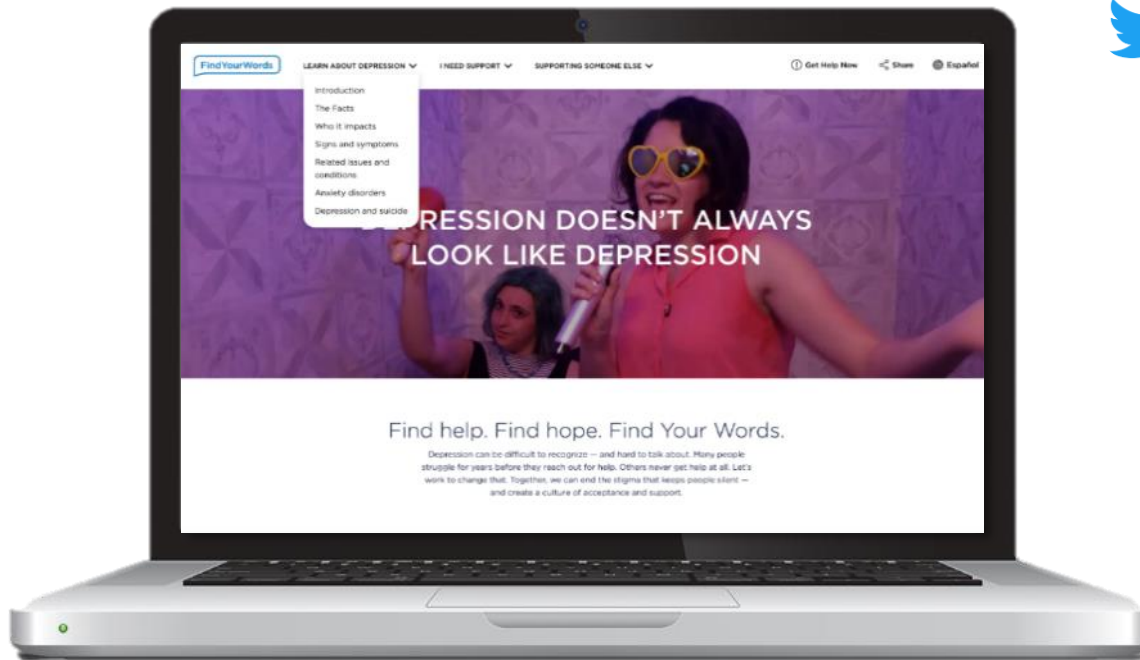
MH & W content in member communications

Customer-focused outreach



Targeting at-risk populations

Find Your Words: Breaking down stigma, starting conversations



<https://www.youtube.com/watch?v=PMbVs2kmgJ0&feature=youtu.be>

