

## Transcript of Mental Health Ecosystem Video.

If you're wondering about mental health and addiction care at Kaiser Permanente—and how to get support for yourself, a family member, or a friend—we're here to help.

Mental health conditions are common, and that's why we're making it easier to get the care that's right for you. In this video, we'll share what makes our approach unique, explain the range of services available, and show how you can take advantage of all we have to offer.

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. For that reason, we offer a full range of industry-leading mental health and addiction care resources for adults, teenagers, and children.

Our coordinated care team takes time to truly get to know you. We listen to your experience, strive to honor your preferences, and support you along a personalized care pathway that is designed to meet your unique needs. Guided by your feedback, it ends when you reach your goals.

Our integrated health care model means we work together for your total health. We're leaders in proactive, preventive care that's proven to keep you healthy, and we provide world-class treatment when you need it.

We take a holistic approach to mental health and addiction care, addressing the physical, emotional, and social factors that contribute to your overall health and wellness.

That level of coordination and personalized care is something you simply won't find anywhere else. It's the Kaiser Permanente way.

At Kaiser Permanente, you can start a conversation about mental health or addiction care anytime, with anyone on your care team. So you are never alone in seeking support.

You can reach out online or by phone, visit us in person, or talk with your doctor at your next primary care visit.

When most people think of mental health and addiction care, they think of weekly sessions without any specific goals beyond talk therapy. While appropriate for some, our research shows we see better outcomes when we partner with you to learn what you'd like to accomplish through care, then create a personalized care plan that incorporates both traditional support and a full range of additional tools and resources. Just like with your physical health, we continually track progress and make shared decisions together, refining your personalized plan along the way so you feel better sooner.

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

At Kaiser Permanente, you 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 your care.

And because your total health and wellness is our priority, our doctors are trained to identify and talk with you about a range of health and wellness concerns. Your primary care physician can easily refer you to specialists or community resource partners who can help with the essentials of good health like food, housing, finances, and transportation needs.

Our in-person and virtual support groups allow you to connect with others dealing with similar challenges.

If you need addiction care, our approach is industry leading. Whether your personalized care plan includes medication management, resources for recovery, or crisis support, our care team meets you where you are—without judgement—and helps you gain the necessary knowledge, skills, and confidence to take a leading role in managing your overall health.

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

You'll find proven tips, tools, and self-care apps online, as well as self-assessments for depression, alcohol and substance use, and stress.

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

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 your mental health and addiction care experience.

No matter where you are in your mental health or addiction care journey, you are not alone. We are in this with you. At Kaiser Permanente we'll work with you to create a personalized care plan that will help you reach your goals so you can enjoy more healthy years doing more of what you love.

For more information about mental health and addiction care at Kaiser Permanente, visit [kp.org/mentalhealthservices](https://kp.org/mentalhealthservices)