

Ross, Jamie

From: Jean J Lee <Jean.J.Lee@kp.org>
Sent: Monday, October 30, 2023 2:19 PM
To: COB_Response
Cc: ichairez@nuhw.org
Subject: Item 23A SUPPORT for Resolution on Kaiser Permanente PMT
Attachments: ACTION KIT_ Support Kaiser Workers in OC Oct 31.pdf

Attention: This email originated from outside the County of Orange. Use caution when opening attachments or links.

Dear Orange County Board of Supervisors,

I am writing this letter to voice SUPPORT for item 23A in your agenda. Kaiser Permanente mental health clinicians in Southern California deserve to have the same amount of time as their counterparts in Northern California, to do crucial back end work including calling social services agencies, working with parents of young patients, and general patient care planning.

As a resident of Orange County, I urge a YES vote on this matter. Thank you,

Bitna Jean Lee

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NATIONAL UNION OF
HEALTHCARE WORKERS

FR: Izeah Chairez, NUHW Organizer, (714) 363-7056
TO: Interested Allies
RE: OC Board of Supervisors Kaiser Permanente Resolution
Date: Thursday, October 26, 2023

Urgent Ask: Join OC Board of Supervisors, Tuesday, Oct 31 at 9:00 AM to support NUHW Kaiser members

NUHW urges community members and allies who support improving Kaiser Permanente's behavioral health care services to [join the Orange County Board of Supervisors Meeting on Tuesday, October 31st at 9:30 AM](#). The Board of Supervisors will consider Item S23A, introduced by Supervisor Chaffee and Supervisor Sarmiento: a "resolution opposing any unilateral action by Kaiser Permanente's attempt to reduce mental health therapists' Patient Management Time (PMT)."

Date of Vote:

Tuesday, October 31, 2023

Order of Business:

9:00 A.M. Presentations

9:30 A.M. Regular Business

Address:

Board Hearing Room, First Floor
400 W. Civic Center Drive
Santa Ana, California

You can find additional details on the resolution below.

Kaiser Patient Management Time Sample Letter

If you cannot join in person, consider sending a letter to the board. Please submit **by 5:00 PM Monday, Oct 30**.

[Agenda Link here.](#)

[Resolution linked here.](#)

Email Letter to: response@ocgov.com

CC: ichairez@nuhw.org

Subject: Item 23A SUPPORT for Resolution on Kaiser Permanente PMT

Dear Orange County Board of Supervisors,

I am writing this letter to voice SUPPORT for item 23A in your agenda. Kaiser Permanente mental health clinicians in Southern California deserve to have the same amount of time as their



counterparts in Northern California, to do crucial back end work including calling social services agencies, working with parents of young patients, and general patient care planning.

As a resident of XX, I urge a YES vote on this matter. Thank you,

XX

Additional Background:

When more than 2,000 Kaiser Permanente mental health therapists in Northern California went on strike last year, their top priority was to secure more time to perform critical patient care duties such as responding to patient emails and voicemails, communicating with social service agencies, tailoring treatment plans, preparing for appointments and doing required paperwork.

Burnout from the lack of what Kaiser calls “Patient Management Time” was the biggest reason why therapists were leaving Kaiser in droves and leaving patients waiting months for therapy appointments in violation of state law. It took 10 weeks on the picket line, but Kaiser officials in Northern California finally agreed to significantly increase Patient Management Time to about 6.5 hours per week.

However, in Southern California, Kaiser management is actually threatening to reduce Patient Management Time — to just two hours per week in most areas. This would make it much harder for Kaiser to retain its therapists, forcing patients to wait even longer between therapy appointments.

It would also make it harder for Kaiser to comply with SB 221, the law NUHW sponsored in 2021 requiring all health plans to provide follow-up therapy appointments within 10 business days unless the treating therapist determines that a longer wait would not be detrimental.

Not only is Kaiser in Southern California already failing to comply with the law, it’s pressuring therapists not to advocate for patients who need to be seen within the 10-business day timeline. Currently, Kaiser is requiring Southern California therapists to fill out extensive paperwork for patients who need to be seen frequently, and managers are challenging their clinical judgment and pressuring them to make additional time in their already packed schedules for returning patients.

It’s easy to think of Kaiser as a one-size-fits-all behemoth, but when it comes to mental health care, Kaiser is treating its therapists and patients far worse in Southern California than in Northern California. Our members in Southern California are ready to fight for their patients, and they are seeking your support.

Elected allies who have voiced support for this issue:



Supervisor Doug Chaffee
Supervisor Vince Sarmiento
Supervisor Katrina Foley

Congresswoman Katie Porter
State Senator Josh Newman
State Senator Dave Min
State Senator Scott Wiener
State Senator Richard Roth
State Assemblymember Sharon Quirk Silva
State Assemblymember Avelino Valencia
State Assemblymember Cottie Petrie-Norris
State Assemblymember Sabrina Cervantes
State Assemblymember Corey Jackson
State Assemblymember Juan Carrillo
State Assemblymember James C. Ramos
State Assemblymember Eloise Gomez Reyes
State Assemblymember Freddie Rodriguez