
NUHW represents 2,400 behavioral health professionals who provide care at Kaiser Permanente in Northern California.

GAINS WON IN 2022 STRIKE

- ✓ **Protected time for patient care duties outside of appointments**
- ✓ **A voice for clinicians through Model of Care committees**

SINCE 2023

\$231 million

in fines against Kaiser for behavioral health care violations

AT END OF 2025

\$73 billion

held by Kaiser in reserves of cash and investments

MODEL OF CARE

A framework that defines how services are **delivered, organized, and managed** — including processes, pathways, and provider roles.

KAISER'S "TERRIBLE THREE" PROPOSALS

- 1 Ability to replace human providers with A.I.**
- 2 Unrestricted outsourcing and layoff of Kaiser clinicians**
- 3 Removal of clinician voice in Model of Care**

In Southern California, Kaiser agreed that A.I. "is not to replace but to assist" providers.

In Northern California, Kaiser *refuses* to agree to the same language.

Kaiser proposes to **eliminate restrictions on outsourcing** , which would dismantle the benefits of their "integrated delivery system."

Kaiser wants **sole discretion to "determine or modify the behavioral health operating and clinical models of care" — silencing clinicians, who are patients' best advocates.**

As the state's largest commercial health plan, Kaiser will set a **dangerous precedent that others will have every incentive to follow — degrading care statewide.**

**San Francisco can send a message that it expects
Kaiser to **strengthen — not weaken** — behavioral
healthcare for residents and employees who depend
on Kaiser for care.**

KAISER CAN IMPROVE CARE BY:

- **Ceasing to undermine standards of care and practice through deployment of technology and outsourcing that is inconsistent with its integrated model of care**
- **Investing its massive financial resources to recruit and retain enough trained behavioral health professionals to meet the needs of its enrollees**