



## **IBHS Template/Documentation Project October 15, 2021**

During our last statewide town hall meeting on September 25, we announced that, as a key part of our contract campaign, we were developing a Template/Documentation project designed to address staffing, workload and access to care issues by leveraging parity laws such as SB 855 and SB 221 (signed into law last Friday). This project relies on member participation to be successful in bringing about needed improvements in staffing as well as ensuring patients finally receive the timely and clinically appropriate behavioral health care they need.

At tomorrow's town hall meeting, in addition to going over the strike authorization recommended by our stewards and bargaining committee, we will review the reasons we believe having a successful Template/ Documentation Project will give us the best chance to secure staffing increases and access improvements from Kaiser.

We will begin our Template/Documentation Project by starting to hold training sessions that members can participate in, which has separate and distinct components (as described below) for those who schedule patients for individual/family therapy appointments and those who do not.

**For those who schedule patients for individual/family therapy appointments**, we will be asking providers to do three things:

- 1) Accurately document in Kaiser patient charts when they are NOT able to schedule initial and/or follow-up individual/family/group psychotherapy therapy appointments at clinically appropriate times and advocate for treatment to be provided as prescribed and medically necessary.
- 2) In instances when a longer wait time will have an adverse impact on the patient, escalate to the manager.
- 3) Empower patients with resources to exercise their legal rights to timely and clinically appropriate care.

We have developed comprehensive template documentation training to roll out to members beginning next week. The training will detail, step by step, what we are doing and why. It will include scripts for what to communicate to patients and to managers, as well as suggested language to include in the patient's chart. The training will also cover legal rights and protections, how to deal with management pushback, information on filing complaints with the DMHC and KP Member Services, and answers to other frequently asked questions.

**Template Documentation** training is scheduled for the following dates and times:

- October 19, Tuesday 6p-8p
- October 20, Wednesday 7p-9p
- October 24, Sunday 3p-5p
- October 26, Tuesday, 6p-8p
- October 28, Thursday 7p-9p
- November 1, Monday, 6p-8p
- November 6, Saturday, 9a-11
- Additional dates will be added

For more information and to sign up for one of these sessions, click on this link:

<https://forms.gle/WmaQu1FXux1aAMuJ7>

**For those who do not schedule patients for individual/family therapy appointments**, we will be asking members to complete Objection to Assignment (OTA) forms to document unsafe working conditions, poor staffing, and patient care concerns. We have scheduled several sessions to train members on why and when they should file an OTA and on how to complete the form.

**Objection to Assignment** training is scheduled for the following dates and times:

- October 20, Wednesday 7p-9p
- October 26, Tuesday, 6p-8p
- November 6, Saturday, 9a-11
- Additional dates will be added

For more information and to sign up for one of these sessions, click on this link:

<https://forms.gle/eYCRkNKFrAc9Rpru9>

### **Launch Date Set**

We are setting November 8 as the launch date, when those who have attended one of the training sessions can begin the documentation project. If we end up going on strike in solidarity with the stationary engineers and the Alliance, we will be taking that opportunity to talk to members more about the importance and process of our documentation project.

Your steward and/or NUHW staff organizer will be following up with you about signing up for one of the training sessions and to answer any questions you may have.