



Survey Results: Behavioral Health Patient Care Survey for Kaiser Hawaii

Survey Summary: In February and March of 2026, the National Union of Healthcare Workers (NUHW) administered an electronic survey to NUHW members in Hawaii who are employed by Kaiser Permanente as behavioral health professionals. This includes Psychologists, Social Workers, Marriage and Family Therapists, and Licensed Professional Clinical Counselors who work across various departments, including Crisis and Triage, Adult Team, Child Team, and Chemical Dependency teams. We did not survey RN case managers and inpatient medical social workers, who are part of the bargaining unit but do not provide therapy. The survey focused on assessing the challenges these professionals face in providing timely, appropriate care, as well as the challenges patients face in receiving that care. This summary encapsulates approximately 31 responses from behavioral health professionals in Hawaii of the 40 bargaining unit members whose job duties make them eligible for the survey. There are currently 52 workers in the bargaining unit.

All Departments:

- 84 percent of Kaiser’s behavioral health professionals surveyed said there wasn’t enough staff in their department to provide appropriate and timely care to patients.
- 96 percent of Kaiser behavioral health professionals responded that they have to work beyond their regular working hours at least once a week because they don’t have time to complete all of their daily tasks.
- 62 percent of behavioral health professionals reported that they’ve considered leaving Kaiser during the past six months due to working conditions.
- 86 percent of behavioral health professionals surveyed said that they believe Kaiser has a higher level of commitment to physical health care than it does to behavioral health care.
- 57 percent of behavioral health professionals surveyed were aware of patients who have been referred to an outside provider but are not receiving timely access to treatment, and 76 percent of those who were aware said that it happens at least once a month or more.

Adult Team and Child Team (20 Respondents)

- 90 percent of therapists and psychologists in the Psychiatry department reported that they can’t see their patients every two weeks.
- 95 percent reported that weekly individual therapy appointments at their clinic were not available to those who needed it.

- 85 percent reported that their next available return appointment was at least 21 business days away and 75 percent reported that their next available initial appointment was 21 business days away.
- 70% of surveyed therapists reported that every day they were forced to schedule visits further into the future than clinically appropriate.
- 100 percent stated that they could provide better care to their patients if they had more time to decompress between patient appointments in a given day.

Survey Instrument & Methodology: The survey was distributed electronically to over 80% of Kaiser behavioral health professionals who work in Hawaii. The majority of the questions were presented in multiple choice form. While some questions were asked to all survey respondents, certain questions were tailored to specific departments in accordance with the specific services they provide. The survey was sent to Kaiser behavioral health professionals practicing at Ala Moana, Both Maui Lani and Lahaina, Hilo Medical Offices Kona Medical Offices, KOO, MAP, HON, Maui Lani Medical Offices, and Waipio Medical Offices Responses were received from nearly 80% of the caregivers surveyed.