

Here's what others like you are saying about the impact COVID-19 has had on their organizations.



The Joint Commission enterprise conducted an online questionnaire in September 2020 among health care organizations that work with The Joint Commission, Joint Commission Resources, and the Joint Commission Center for Transforming Healthcare to learn about the needs of organizations in the current and evolving pandemic environment.*



Self-reported impact of COVID-19 on organizations is medium to high even if the number of cases in their area was lower.



Greatest common COVID-19 challenges faced were staffing issues, supply shortages and implementing safety protocols and guidelines.



The most common changes resulting from COVID-19 included increased communication to staff, increased working-from-home activities and changed plans to deal with staffing shortages.



Infection prevention and emergency management plans and procuring additional PPE were the most common COVID-19 organizational changes.



Communications on regulatory/guideline changes resulting from COVID-19 and information on modifications to infection prevention plans along with additional training were identified as valuable resources that helped organizations monitor changes and adapt plans accordingly.

GREATEST ORGANIZATIONAL CHALLENGES FACED DUE TO COVID-19

“Obtaining PPE equipment. Several of our vendors were on back order. The only item we did not have immediately was the N-95 mask.”
Home Care Questionnaire Participant

“Loss of patient volume. Reduced surgical, procedural, outpatient, imaging, testing, emergency, inpatient and all other forms of revenue.”
Hospital Questionnaire Participant

“The constant changes to guidelines that have impacted how we do things. In March, we felt information was changing on an hour-to-hour basis.”
Ambulatory Questionnaire Participant

* The questionnaire, administered by C+R Research, had a total of 735 respondents representing a variety of health care settings, including hospitals, home care, behavioral health and human services, and ambulatory. The questionnaire assessed needs for enhancements, changes and improvements to patient safety and quality of care amid COVID-19 by focusing on the key areas mentioned above. For more information, visit:

<https://www.jointcommission.org/resources/news-and-multimedia/news/2020/12/joint-commission-questionnaire-identifies-covid-19-impact/>