

# Nursing care centers identify the most challenging issues they've faced due to the impact of COVID-19.



The Joint Commission enterprise conducted an online questionnaire of nursing care centers that included participant organizations with an average of 163 beds.

## Staffing issues, obtaining supplies, supply shortages and safety protocols were cited as common challenges faced during the COVID-19 pandemic.

Nursing care centers were more likely to face challenges related to:

- Staffing needs such as retention and shortages
- Staff training and education
- Managing staff anxiety and fear



Additional organizational challenges faced by nursing care centers:

- Frequently changing information and guidelines
- COVID testing
- COVID testing reliability



The majority of nursing care center study participants felt there was a high impact of COVID regarding modifications in staffing, care, and changes to normal operations.

The Joint Commission provides many tools and resources for nursing care centers. [Learn more](#)

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. *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 care and human services, laboratory services, nursing care centers, 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/>*