

# Behavioral health care and human services organizations identify the most challenging issues they've faced due to the impact of COVID-19.



The Joint Commission enterprise conducted an online questionnaire of behavioral health care and human services organizations that included substance use disorder, community based mental health, family/children's services, methadone/opioid, eating disorders and intellectual disabilities facilities.

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

Behavioral health care and human services organizations faced challenges related to staffing including:

- The need for increased communication
- Increased working from home
- The need to change plans to deal with staff shortages
- Travel restrictions for staff
- Reallocating staff to different settings



Changes most likely to be considered permanent in behavioral health care and human services organizations include:

- Access to mental health resources
- Increased hand hygiene stations
- Revisions to infection prevention plans
- Telehealth equipment upgrades



“ Our greatest challenge was having to switch the entire agency to telehealth and adjust to everyone working from home. The biggest challenge was helping the clients learn how to access telehealth services and sign paperwork electronically. ”

*Behavioral Health Care & Human Services Participant*

The Joint Commission provides many tools and resources for behavioral health care and human services organizations. [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, 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/>