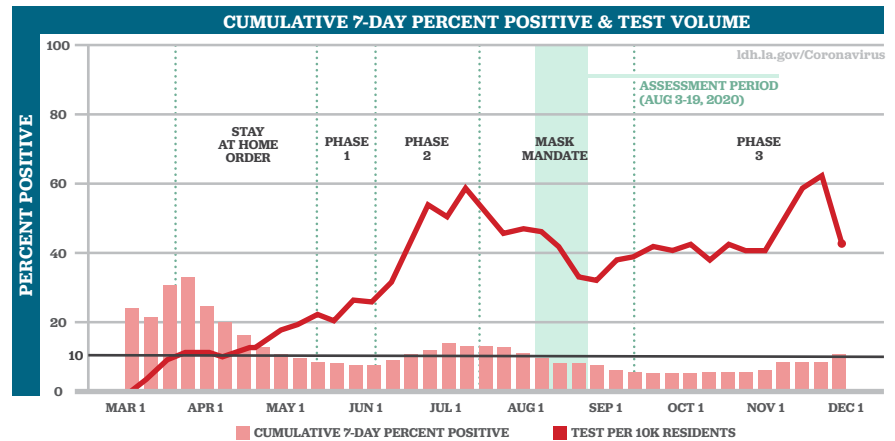


COVID-19 IMPACT ON THE GREATER NEW ORLEANS BEHAVIORAL HEALTH SYSTEM

Information and Opportunities for Behavioral Health Providers

With funding from Baptist Community Ministries, the Louisiana Public Health Institute conducted an assessment on the impact of the COVID-19 pandemic on the Greater New Orleans behavioral health system (mental health and substance use services). We surveyed and talked to more than 150 service providers and clients from Orleans, Jefferson, St. Bernard, St. Tammany, and Plaquemines parishes to understand existing gaps and opportunities.



IMPACT ON BEHAVIORAL HEALTH (BH) SERVICES			IMPACT ON BH SERVICES		IMPACT ON BH WORKFORCE
<p>88% of providers used telehealth, leading to increased access but deepened inequities.</p> <p>OPPORTUNITY</p> <p>Provide trainings on telehealth optimization to better meet client and care team needs.</p>	<p>Inpatient and residential care reduced capacity, delaying treatment access.</p> <p>OPPORTUNITY</p> <p>Modify COVID-19 testing protocols to ensure timely access to care.</p>	<p>Existing gaps in opioid treatment programs (OTPs) were exacerbated.</p> <p>OPPORTUNITY</p> <p>Encourage new and expanded OTPs.</p> <p>Provide trainings to substance use disorder providers to assist clients through telehealth.</p>	<p>79% of providers said client BH needs were higher or much higher.</p> <p>OPPORTUNITY</p> <p>Augment the BH workforce with Peer Support Specialists and Community Health Workers.</p>	<p>BH needs of communities of color and unstably housed individuals were most impacted.</p> <p>OPPORTUNITY</p> <p>Require racial equity training for all healthcare providers and staff.</p>	<p>88% of providers said their stress levels were higher or much higher.</p> <p>OPPORTUNITY</p> <p>Redesign staff benefits to enhance access to supportive services.</p>