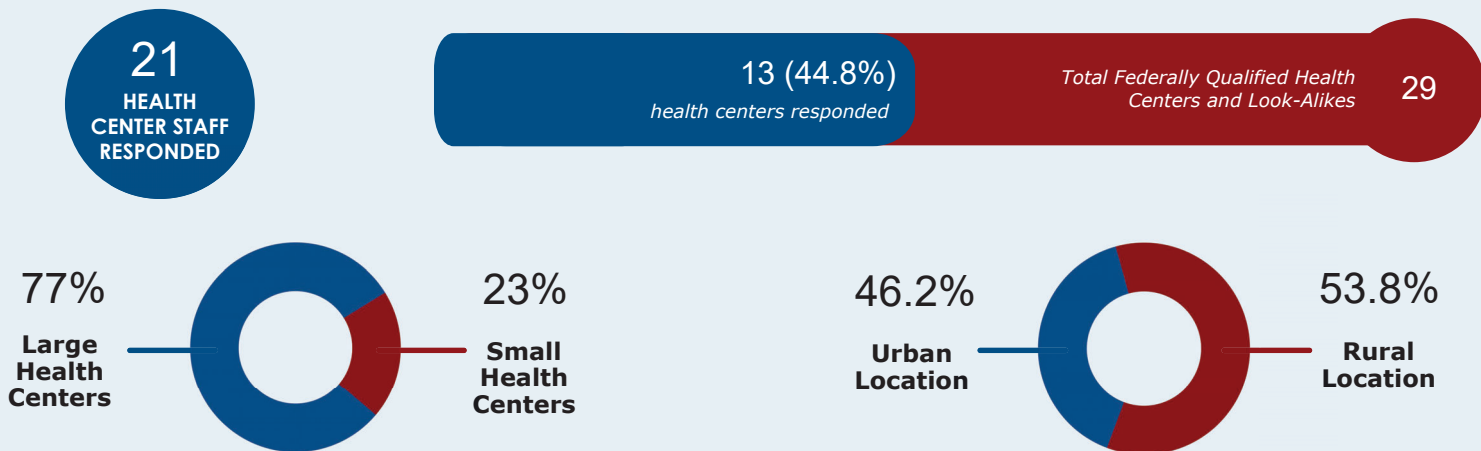




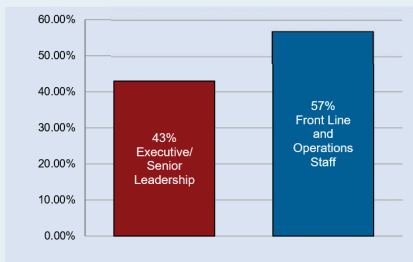
## BACKGROUND ON ASSESSMENT

Health Centers were assessed for their training and technical assistance (TTA) needs in Fall 2021. The results inform increased coordination, development and delivery of assistance to health centers while raising awareness of pressing needs. The National Association of Community Health Centers (NACHC) administered the assessment on behalf of the Health Resources and Services Administration (HRSA) and their 21 [National Training and Technical Assistance Partners \(NTTAPs\)](#).

## RESPONDENTS BY TYPE



Small health centers defined as serving 10,000 or fewer patients.



Rural and urban classification derived from the 2020 UDS dataset, which is self-reported by the health centers.

**58.3%**

58.3% of the front line and operations staff worked in management or administration.

**8.3%**

8.3% of the front line and operations staff were clinicians and clinical support staff.

## TOP TTA NEEDS BY SPECIFIC TOPIC



Patient Experience

TTA Topic	Specific TTA Needs
no subdomain	Assessing and supporting patient engagement in telehealth
	Collecting and optimizing use of patient experience/satisfaction data



Quality, Patient Care, and Safety

TTA Topic	Specific TTA Needs
Data Collection and Use	Using social determinants of health data to enhance patient outcomes and health equity Leveraging data to guide clinical quality, operational and financial improvement
General Patient Care and Safety	Best practices for patient and provider safety during public health emergencies
Oral Health Services	Using tele-dentistry to expand access to oral health care



Workforce

TTA Topic	Specific TTA Needs
Leadership	Empowering health center staff
Recruitment and Retention	Developing a comprehensive staff retention plan