

BACKGROUND ON ASSESSMENT

Health Centers were assessed for their training and technical assistance (TTA) needs in Fall 2024. 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 and is one of 22 National Training and Technical Assistance Partners (NTTAPs) funded by HRSA's Bureau of Primary Health Care. NTTAPs provide subject matter expertise and delivery of free or low-cost training and professional development to health centers, including in collaboration with Primary Care Associations. Topics include the TTA domains in this report. To learn more or contact an NTTAP see <https://bit.ly/3UtmU4V> or visit bphc.hrsa.gov. For analysis methods and measure definitions, please see the full report.

STATE RESPONSE RATE

Number of Individual Responses

12

Health Centers that Responded

6/9 (67%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 1 (17%)	Mid-size: 2 (33%)	Small: 3 (50%)
Health Center Location	Urban: 6 (100%)	Rural: 0 (0%)	
Respondent Role	Executive Leadership: 2 (17%)		
	Frontline/Operations: 10 (83%)	Clinical: 4 (40%)	Non-Clinical: 6 (60%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=10)

Specific T/TA Need	State	National
Create materials in different formats for those who learn better with visual, audio or other styles	70%	52%
Understand how your health center can benefit from a Medical Legal Partnership	70%	53%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=0)

This section was only made available to health center CEO respondents. To assure confidentiality, no aggregate state-level data is provided. For more information on Governance needs, please see the NACHC 2023 Health Center Board Practices and Needs Assessment (www.healthcenterinfo.org/details/?id=5434).

QUALITY, PATIENT CARE, AND SAFETY (N=9)

Specific T/TA Need	State	National
Learn about emerging clinical topics and best practices for working with certain groups of patients (e.g., patients who smoke or those with congenital syphilis, hepatitis C, Alzheimer's and related dementias, maternal and children's health, adolescent health, justice-involved, cancer care, etc.)	78%	73%
Developing clinical competencies to treat children (ages 0-5)	78%	43%
Use data to guide and improve clinical quality, operations, and health center finances	78%	70%
Collect and use enabling services data to improve patient outcomes and health equity	78%	62%
Integrate behavioral health and primary care	78%	54%

POPULATION HEALTH AND SDOH (N=10)

Specific T/TA Need	State	National
Develop workflows and Health Information Technology (Health IT) skills to help with data collection, management, and analyzing special and other health center populations	90%	68%
Assess and address the needs of patients who are immigrants	80%	45%
Use SDOH (social drivers of health) data to learn about trends and needs in marginalized populations	80%	60%

WORKFORCE (N=10)

Specific T/TA Need	State	National
Plan for sustainability	70%	61%
Provide career development for health center staff	70%	66%
Support professional development for young professionals and early to mid-career staff	70%	68%
Develop or improve change management skills	70%	62%
Develop or improve communication and presentation skills	70%	58%
Develop a comprehensive staff retention and recruitment plan	70%	64%
Develop organizational strategies to reduce staff burnout	70%	68%

FINANCIAL SUSTAINABILITY (N=5)

Specific T/TA Need	State	National
Medicaid Prospective Payment System (PPS) reimbursement	60%	47%
Medicare PPS reimbursement	60%	40%
Revenue Cycle Management	60%	49%
Enabling Services reimbursement	60%	43%
Understand costs in an evolving payment environment	60%	35%
Telehealth reimbursement	60%	38%
Improve accounting systems and processes	60%	33%
Develop monthly financial reports for internal Leadership Teams	60%	40%
Implement best practices and strategies to prepare for transformation and payment reform	60%	59%
Medicare Shared Saving Program (MSSP) and Primary Care Flex Model within MSSP	60%	36%
Capitated Payment	60%	30%
Contract with payors to support VBC	60%	34%
Improve coding for more accurate financial modeling	60%	52%
Financial modeling and other strategies for value-based contracting	60%	41%
Risk stratification encompassing SDOH	60%	42%

EMERGENCY PREPAREDNESS (N=6)

Specific T/TA Need	State	National
Interruptions in communications, including cyber attacks	100%	71%
Plan for staffing during an emergency	83%	71%
Communicate with staff and emergency management	83%	66%
Communicate with patients about the emergency	83%	63%

PATIENT EXPERIENCE (N=9)

Specific T/TA Need	State	National
Understanding patient engagement in mental health services	67%	59%
Assess and use patient data on experience and satisfaction	56%	59%
Use motivational interviewing to collect patient data	56%	50%
Understanding patient engagement in telehealth	56%	58%
Understanding patient engagement in substance use services	56%	49%
Develop patient education materials targeted to the needs of marginalized populations, including people who do not speak English as their primary language	56%	31%

TECHNOLOGY (N=8)

Specific T/TA Need	State	National
Ensure patient privacy and confidentiality	75%	53%
Protect your health center's data from hackers	75%	66%

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