## 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** | 4/8 (50%) |

## HEALTH CENTER/RESPONDENT CHARACTERISTICS

| | | | |
|---|---|---|---|
| **Health Center Size** | Large: 0 (0%) | Mid-size: 2 (50%) | Small: 2 (50%) |
| **Health Center Location** | Urban: 4 (100%) | Rural: 0 (0%) | |
| **Respondent Role** | Executive Leadership: 5 (45%) | *One respondent did not select a role* | |
| | Frontline/Operations: 6 (55%) | Clinical: 0 (0%) Non-Clinical: 6 (100%) | |

## TOP T/TA NEEDS BY SPECIFIC TOPIC

### ACCESS & AFFORDABILITY (N=8)

| Specific T/TA Need | State | National |
|---|---|---|
| Access insurance that covers specialist visits | 75% | 52% |
| Create materials in different formats for those who learn better with visual, audio or other styles | 75% | 52% |
| Develop outreach programs that use community health workers or promotoras(es), to address community needs | 75% | 58% |

### GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=1)

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=7)

| Specific T/TA Need | State | National |
|---|---|---|
| Integrate harm reduction approaches in care provision and health center policy | 86% | 37% |
| 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.) | 71% | 73% |
| Developing clinical competencies to treat individuals or families experiencing or at risk of homelessness | 71% | 53% |
| Developing clinical competencies to treat residents of public housing | 71% | 32% |
| Developing clinical competencies to treat people who may be experiencing intimate partner violence, sexual violence, or exploitation | 71% | 44% |
| Collect and use enabling services data to improve patient outcomes and health equity | 71% | 62% |
| Collect and use patient-level data on SDOH to improve patient outcomes and health equity | 71% | 62% |
| Collect and report data to Federal partners | 71% | 41% |
| Provide trauma-informed care and healing-centered engagement | 71% | 45% |
| Integrate oral health and primary care | 71% | 52% |
| Integrate behavioral health screening in dental settings | 71% | 43% |

### POPULATION HEALTH AND SDOH (N=8)

| Specific T/TA Need | State | National |
|---|---|---|
| Assess and address the needs of patients who are experiencing intimate partner violence, human trafficking, or sexual violence or assault | 86% | 53% |
| Develop workflows and Health Information Technology (Health IT) skills to help with data collection, management, and analyzing special and other health center populations | 75% | 68% |
| Learn techniques to assess and address community-level barriers to health equity | 75% | 66% |

## WORKFORCE (N=9)

| Specific T/TA Need | State | National |
|---|---|---|
| Develop a comprehensive staff retention and recruitment plan | 100% | 64% |
| Provide career development for health center staff | 78% | 66% |
| Plan for leadership succession | 78% | 57% |
| Support professional development for young professionals and early to mid-career staff | 78% | 68% |
| Support professional development for advanced practice providers | 78% | 50% |

## FINANCIAL SUSTAINABILITY (N=9)

| Specific T/TA Need | State | National |
|---|---|---|
| Revenue Cycle Management | 89% | 49% |
| Medicaid Prospective Payment System (PPS) reimbursement | 78% | 47% |
| Implement best practices and strategies to prepare for transformation and payment reform | 78% | 59% |

## EMERGENCY PREPAREDNESS (N=3)

The response rate for this T/TA topic was fewer than 5 individuals; therefore, no aggregate state-level data is provided. For more information on the national results for this topic, please refer to the full report.

## PATIENT EXPERIENCE (N=8)

| Specific T/TA Need | State | National |
|---|---|---|
| Assess and use patient data on experience and satisfaction | 88% | 59% |
| Develop patient education materials targeted to the needs of marginalized populations, including older adults | 88% | 55% |

## TECHNOLOGY (N=8)

| Specific T/TA Need | State | National |
|---|---|---|
| Optimize your health center's EHR | 88% | 60% |
| Ensure patient privacy and confidentiality | 63% | 53% |
| Protect your health center's data from hackers | 63% | 66% |
| Understand and use UDS+ data | 63% | 51% |
| Improve EHR interoperability | 63% | 49% |
| Develop effective data dashboards within your EHR system | 63% | 42% |
| Choose the best vendor for your health center needs | 63% | 26% |