

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

27

Health Centers that Responded

7/24 (29%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 3 (43%)	Mid-size: 1 (14%)	Small: 3 (43%)
Health Center Location	Urban: 4 (57%)	Rural: 3 (43%)	
Respondent Role	Executive Leadership: 5 (19%)		
	Frontline/Operations: 22 (81%)	Clinical: 13 (48%)	Non-Clinical: 9 (33%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=12)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	67%	68%
Coordinate with housing agencies to help with housing placement	67%	55%

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=12)

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.)	83%	73%
Training for health center staff working with patients with disabilities	67%	42%

POPULATION HEALTH AND SDOH (N=13)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing housing insecurity	77%	73%
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	77%	73%

WORKFORCE (N=13)

Specific T/TA Need	State	National
Provide career development for health center staff	77%	66%
Plan for leadership succession	77%	57%
Develop or improve communication and presentation skills	77%	58%
Develop or improve staff management skills	77%	64%
Develop organizational strategies to reduce staff burnout	77%	68%

FINANCIAL SUSTAINABILITY (N=9)

Specific T/TA Need	State	National
Revenue Cycle Management	78%	49%
Medicaid Prospective Payment System (PPS) reimbursement	67%	47%
Develop monthly financial reports for internal Leadership Teams	67%	40%
Financial resilience planning	67%	41%
Help to understand traditional and non-traditional forms of financing	67%	36%
Implement best practices and strategies to prepare for transformation and payment reform	67%	59%
Organizational readiness to engage in value-based payment environments	67%	42%
Improve coding for more accurate financial modeling	67%	52%

EMERGENCY PREPAREDNESS (N=5)

Specific T/TA Need	State	National
Conduct an all-hazards facility-based risk assessment	100%	67%
Improve accreditation and regulatory standards understanding for Centers for Medicare & Medicaid Services (CMS) emergency preparedness requirements	100%	53%
Improve accreditation and regulatory standards understanding for National Committee for Quality Assurance (NCQA) emergency/disaster requirements	100%	45%
Improve accreditation and regulatory standards understanding for Joint Commission emergency management standards	100%	36%
Improve accreditation and regulatory standards understanding for HRSA/BPHC emergency preparedness expectations	100%	63%
Equipment and power failures	100%	64%
Communicate with staff and emergency management	100%	66%
Communicate with patients about the emergency	100%	63%
Identify and participate in health care coalitions	100%	47%
Engage community partners in health center emergency planning	100%	53%

PATIENT EXPERIENCE (N=11)

Specific T/TA Need	State	National
Assess and use patient data on experience and satisfaction	82%	59%
Understanding patient engagement in telehealth	82%	58%

TECHNOLOGY (N=7)

Specific T/TA Need	State	National
Protect your health center's data from hackers	100%	66%
Increase data literacy / Increase data literacy for healthcare staff	86%	56%
Use patient-generated data	86%	33%
Project Management 101	86%	36%
Use technology to improve language access	86%	30%
Use decision support systems	86%	33%

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