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	68
Health Centers that Responded	46/209 (22%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 21 (46%)	Mid-size: 13 (28%)	Small: 12 (26%)
Health Center Location	Urban: 41 (89%)	Rural: 5 (11%)	
Respondent Role	Executive Leadership: 38 (56%)		
	Frontline/Operations: 30 (44%)	Clinical: 8 (27%) Non-Clinical: 22 (73%)	

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=33)

Specific T/TA Need	State	National
Implement or expand case management services	79%	66%
Develop outreach programs that use community health workers or promotoras(es), to address community needs	64%	58%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=7)

	State	National
Effective board governance practices and approaches	71%	59%
Navigate value-based care options and healthcare transformation	57%	58%
Develop a vision and strategy around payment and health care transformation reform	57%	45%
Capital planning and partnership development	57%	61%

QUALITY, PATIENT CARE, AND SAFETY (N=38)

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.)	66%	73%
Use data to guide and improve clinical quality, operations, and health center finances	63%	70%

POPULATION HEALTH AND SDOH (N=45)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing housing insecurity	78%	73%
Assess and address the needs of patients who are experiencing financial strain	75%	70%

WORKFORCE (N=48)

Specific T/TA Need	State	National
Develop or improve change management skills	69%	62%
Support professional development for young professionals and early to mid-career staff	67%	68%
Build effective processes for recruiting clinical staff	67%	76%

FINANCIAL SUSTAINABILITY (N=38)

Specific T/TA Need	State	National
Medicaid Prospective Payment System (PPS) reimbursement	63%	47%
Implement best practices and strategies to prepare for transformation and payment reform	58%	59%

EMERGENCY PREPAREDNESS (N=24)

Specific T/TA Need	State	National
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address natural hazards	75%	65%
Plan for staffing during an emergency	71%	71%
Communicate with staff and emergency management	71%	66%
Communicate with patients about the emergency	71%	63%

PATIENT EXPERIENCE (N=42)

Specific T/TA Need	State	National
Understanding patient engagement in chronic disease management	68%	63%
Develop tools for equity-centered patient experience and assessment	62%	59%

TECHNOLOGY (N=33)

Specific T/TA Need	State	National
Protect your health center's data from hackers	64%	66%
Understand and use UDS+ data	64%	51%