2024 National Health Center Training and Technical Assistance
NEEDS ASSESSMENT

HAWAII STATE PROFILE
2024

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	11
Health Centers that Responded	6/14 (43%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 2 (33%)	Mid-size: 1 (17%)	Small: 3 (50%)
Health Center Location	Urban: 4 (67%)	Rural: 2 (33%)	
Respondent Role	Executive Leadership: 7 (70%)		
	Frontline/Operations: 3 (30%)	Clinical: 1 (33%) Non-Clinical: 2 (67%)	

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=8)

Specific T/TA Need	State	National
Provide services that are sensitive to different cultures and in the patient's preferred language	88%	56%
Develop and implement activities/initiatives to help patients access insurance	75%	57%
Develop, monitor, or implement a Limited English Proficiency (LEP) Plan	75%	37%
Train staff to work with interpreters	75%	41%
Coordinate with housing agencies to help with housing placement	75%	55%
Coordinate with housing and shelter agencies to increase wraparound services	75%	49%
Learn how to find and partner with an agency to help your patients with their legal needs	75%	40%
Understand how a Medical Legal Partnership can create systemic change	75%	33%
Implement transportation strategies	75%	55%
Evaluate outreach programs	75%	59%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=3)

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
Develop and implement a healthcare risk management or patient safety program	100%	52%
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.)	86%	73%
Developing clinical competencies to treat children and youth (ages 6-17)	86%	46%
Developing clinical competencies to treat older adults	86%	51%
Use data to guide and improve clinical quality, operations, and health center finances	86%	70%
Collect and use enabling services data to improve patient outcomes and health equity	86%	62%
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	86%	62%
Collect and use granular disaggregated patient demographic data	86%	43%
Develop, implement, and improve interdisciplinary teams	86%	58%
Provide trauma-informed care and healing-centered engagement	86%	45%
Follow up after behavioral health referrals	86%	46%
Deliver culturally-responsive mental health screening, treatment, and support services	86%	45%
Use trauma-informed care and healing-centered engagement in behavioral health treatment	86%	42%

POPULATION HEALTH AND SDOH (N=9)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing financial strain	89%	70%
Use granular (more specific) demographic data to learn about trends and needs in marginalized populations	89%	51%

WORKFORCE (N=10)

Specific T/TA Need	State	National
Develop pathways for recruiting health center workforce	90%	56%
Develop onboarding and orientation for health center staff	80%	50%
Plan for leadership succession	80%	57%
Develop streamlined processes for credentialing and privileging of providers	80%	47%
Build effective processes for recruiting non-clinical staff	80%	54%
Build effective processes for recruiting executive-level leadership	80%	37%

FINANCIAL SUSTAINABILITY (N=7)

Specific T/TA Need	State	National
Medicaid Prospective Payment System (PPS) reimbursement	100%	47%
Medicare PPS reimbursement	100%	40%
Revenue Cycle Management	100%	49%
Enabling Services reimbursement	100%	43%

EMERGENCY PREPAREDNESS (N=4)

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=7)

Specific T/TA Need	State	National
Report on patient experience and satisfaction data	100%	49%
Develop tools for equity-centered patient experience and assessment	86%	59%
Assess and use patient data on experience and satisfaction	86%	59%
Understand strategies to improve reporting on special and vulnerable populations in the Uniform Data System (UDS) and UDS+	86%	48%
Understanding patient engagement in mental health services	86%	59%
Understanding patient engagement in chronic disease management	86%	63%
Develop patient education materials targeted to the needs of marginalized populations, including older adults	86%	55%

TECHNOLOGY (N=7)

Specific T/TA Need	State	National
Protect your health center's data from hackers	86%	66%
Respond to an organizational cyber attack	86%	58%
Train information technology (IT) professionals in basics of health care IT needs	86%	33%
Project Management 101	86%	36%