# 2024 National Health Center Training and Technical Assistance
# NEEDS ASSESSMENT

## 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 | 39 |
| Health Centers that Responded | 25/50 (50%) |

## HEALTH CENTER/RESPONDENT CHARACTERISTICS

| | | | |
|---|---|---|---|
| Health Center Size | Large: 10 (40%) | Mid-size: 9 (36%) | Small: 6 (24%) |
| Health Center Location | Urban: 18 (72%) | Rural: 7 (28%) | |
| Respondent Role | Executive Leadership: 22 (56%) | | |
| | Frontline/Operations: 17 (44%) | Clinical: 10 (59%) Non-Clinical: 7 (41%) | |

## TOP T/TA NEEDS BY SPECIFIC TOPIC

### ACCESS & AFFORDABILITY (N=23)

| Specific T/TA Need | State | National |
|---|---|---|
| Create materials in different formats for those who learn better with visual, audio or other styles | 65% | 52% |
| Implement or expand case management services | 61% | 66% |
| Implement transportation strategies | 61% | 55% |

### GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=5)

| Specific T/TA Need | State | National |
|---|---|---|
| Navigate value-based care options and healthcare transformation | 80% | 58% |
| Develop a vision and strategy around payment and health care transformation reform | 80% | 45% |

### QUALITY, PATIENT CARE, AND SAFETY (N=29)

| 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.) | 72% | 73% |
| Use data to guide and improve clinical quality, operations, and health center finances | 62% | 70% |
| Collect and use enabling services data to improve patient outcomes and health equity | 62% | 62% |
| Collect and use patient-level data on SDOH to improve patient outcomes and health equity | 62% | 62% |

### POPULATION HEALTH AND SDOH (N=29)

| Specific T/TA Need | State | National |
|---|---|---|
| Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation) | 74% | 73% |
| Develop workflows and Health Information Technology (Health IT) skills to help with data collection, management, and analyzing special and other health center populations | 69% | 68% |

### WORKFORCE (N=30)

| Specific T/TA Need | State | National |
|---|---|---|
| Develop organizational strategies to reduce staff burnout | 80% | 68% |
| Build effective processes for recruiting clinical staff | 80% | 76% |

### FINANCIAL SUSTAINABILITY (N=27)

| Specific T/TA Need | State | National |
|---|---|---|
| Implement best practices and strategies to prepare for transformation and payment reform | 78% | 59% |
| Integrate dentistry, vision, and behavioral health in value-based payment reform | 70% | 51% |

## EMERGENCY PREPAREDNESS (N=20)

| Specific T/TA Need | State | National |
|---|---|---|
| Conduct an all-hazards facility-based risk assessment | 70% | 67% |
| Plan for staffing during an emergency | 70% | 71% |

## PATIENT EXPERIENCE (N=21)

| Specific T/TA Need | State | National |
|---|---|---|
| Use motivational interviewing to collect patient data | 67% | 50% |
| Understand strategies to improve reporting on special and vulnerable populations in the Uniform Data System (UDS) and UDS+ | 62% | 48% |
| Understanding patient engagement in oral health care | 62% | 48% |

## TECHNOLOGY (N=26)

| Specific T/TA Need | State | National |
|---|---|---|
| Protect your health center's data from hackers | 73% | 66% |
| Respond to an organizational cyber attack | 65% | 58% |