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	10
Health Centers that Responded	9/39 (23%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 1 (11%)	Mid-size: 3 (33%)	Small: 5 (56%)
Health Center Location	Urban: 5 (56%)	Rural: 4 (44%)	
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=7)

Specific T/TA Need	State	National
Enhance interpreter services	86%	50%
Help patients navigate housing services (including applications, Housing Choice Vouchers, Section 8, etc.)	86%	48%
Implement or expand case management services	86%	66%

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
Use data to guide and improve clinical quality, operations, and health center finances	100%	70%
Collect and use enabling services data to improve patient outcomes and health equity	100%	62%

POPULATION HEALTH AND SDOH (N=8)

Specific T/TA Need	State	National
Design programs and interventions to address SDOH	88%	63%
Assess and address the needs of patients who are experiencing housing insecurity	88%	73%

WORKFORCE (N=9)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	100%	76%
Develop organizational strategies to support staff work-life balance	89%	64%

FINANCIAL SUSTAINABILITY (N=6)

Specific T/TA Need	State	National
Develop monthly financial reports for internal Leadership Teams	83%	40%
Implement best practices and strategies to prepare for transformation and payment reform	83%	59%

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	80%	53%
Improve accreditation and regulatory standards understanding for National Committee for Quality Assurance (NCQA) emergency/disaster requirements	80%	45%

EMERGENCY PREPAREDNESS (N=5)		
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address natural hazards	80%	65%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address infectious and vector-borne disease hazards	80%	60%
Develop emergency procedures including safe evacuation plans	80%	57%
Develop emergency procedures including shelter-in-place plans	80%	58%
Plan for staffing during an emergency	80%	71%
Equipment and power failures	80%	64%
Interruptions in communications, including cyber attacks	80%	71%
Communicate with patients about the emergency	80%	63%
Develop a training and exercise plan	80%	59%
Develop an emergency event Tabletop Exercise	80%	53%

PATIENT EXPERIENCE (N=5)		
Specific T/TA Need	State	National
Assess and use patient data on experience and satisfaction	100%	59%
Develop tools for equity-centered patient experience and assessment	80%	59%
Address medical mistrust	80%	43%
Develop patient education materials targeted to the needs of marginalized populations, including people or families experiencing or at risk of homelessness	80%	49%

TECHNOLOGY (N=5)		
Specific T/TA Need	State	National
Protect your health center's data from hackers	100%	66%
Respond to an organizational cyber attack	100%	58%
Optimize your health center's EHR	100%	60%
Improve EHR interoperability	100%	49%