2024 National Health Center Training and Technical Assistance
NEEDS ASSESSMENT

MARYLAND 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	13
Health Centers that Responded	8/17 (47%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 4 (50%)	Mid-size: 1 (13%)	Small: 3 (38%)
Health Center Location	Urban: 6 (75%)	Rural: 2 (25%)	
Respondent Role	Executive Leadership: 8 (62%)		
	Frontline/Operations: 5 (38%)	Clinical: 1 (20%) Non-Clinical: 4 (80%)	

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=7)

Specific T/TA Need	State	National
Coordinate with housing and shelter agencies to increase wraparound services	100%	49%
Help patients navigate housing services (including applications, Housing Choice Vouchers, Section 8, etc.)	100%	48%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=2)

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=8)

Specific T/TA Need	State	National
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	100%	62%
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.)	88%	73%
Developing clinical competencies to treat people who may be experiencing intimate partner violence, sexual violence, or exploitation	88%	44%
Collect and use enabling services data to improve patient outcomes and health equity	88%	62%
Develop, implement, and improve interdisciplinary teams	88%	58%
Integrate behavioral health and primary care	88%	54%

POPULATION HEALTH AND SDOH (N=8)

Specific T/TA Need	State	National
Develop workflows and Health Information Technology (Health IT) skills to help with data collection, management, and analyzing special and other health center populations	88%	68%
Learn techniques to assess and address community-level barriers to health equity	88%	66%
Understand how health inequities may impact patient wellbeing and health outcomes	88%	53%
Use granular (more specific) demographic data to learn about trends and needs in marginalized populations	88%	51%
Use SDOH (social drivers of health) data to learn about trends and needs in marginalized populations	88%	60%

WORKFORCE (N=10)

Specific T/TA Need	State	National
Develop pathways for recruiting health center workforce	100%	56%
Develop a comprehensive staff retention and recruitment plan	100%	64%
Develop organizational strategies to reduce staff burnout	100%	68%
Develop organizational strategies to support staff work-life balance	100%	64%

FINANCIAL SUSTAINABILITY (N=6)

Specific T/TA Need	State	National
New Market Tax Credit Program	100%	32%
Revenue Cycle Management	50%	49%
Enabling Services reimbursement	50%	43%
Understand costs in an evolving payment environment	50%	35%
Improve forecasting and financial projections	50%	38%
Federal grant management	50%	40%
Financial resilience planning	50%	41%
Apply an equity lens to budget development and management	50%	29%
Use community strengths to support financial advocacy and policy of medical practices	50%	25%
Understand and assess pros and cons of participation in clinically integrated networks and accountable care organizations	50%	36%
Risk stratification encompassing SDOH	50%	42%

EMERGENCY PREPAREDNESS (N=6)

Specific T/TA Need	State	National
Develop emergency procedures including safe evacuation plans	100%	57%
Develop emergency procedures including alternative medical documentation systems	100%	53%
Communicate with patients about the emergency	100%	63%
Develop an emergency response plan	83%	56%
Improve accreditation and regulatory standards understanding for Centers for Medicare & Medicaid Services (CMS) emergency preparedness requirements	83%	53%
Improve accreditation and regulatory standards understanding for HRSA/BPHC emergency preparedness expectations	83%	63%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address human-made hazards	83%	59%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address infectious and vector-borne disease hazards	83%	60%
Develop emergency procedures including shelter-in-place plans	83%	58%
Communicate with staff and emergency management	83%	66%
Collaborate with governmental officials to maintain an integrated response	83%	50%
Share facility response capabilities and needs	83%	48%

PATIENT EXPERIENCE (N=7)

Specific T/TA Need	State	National
Develop culturally-responsive staff who use patient-centered approaches to health care	71%	53%
Use motivational interviewing to collect patient data	71%	50%
Adopt cultural safety practices to address health inequities	71%	45%
Address medical mistrust	71%	43%
Understanding patient engagement in telehealth	71%	58%
Understanding patient engagement in pharmacy services	71%	44%
Develop patient education materials targeted to the needs of marginalized populations, including people or families experiencing or at risk of homelessness	71%	49%
Develop patient education materials targeted to the needs of marginalized populations, including older adults	71%	55%

TECHNOLOGY (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.