

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

12

Health Centers that Responded

10/29 (35%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 3 (30%)	Mid-size: 4 (40%)	Small: 3 (30%)
Health Center Location	Urban: 5 (50%)	Rural: 5 (50%)	
Respondent Role	Executive Leadership: 4 (36%)	<i>One respondent did not select a role</i>	
	Frontline/Operations: 7 (63%)	Clinical: 3 (43%)	Non-Clinical: 4 (57%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=5)

Specific T/TA Need	State	National
Develop outreach programs that use community health workers or promotoras(es), to address community needs	100%	58%
Partner with caregiver support services	80%	48%
Implement transportation strategies	80%	55%

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
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.)	71%	73%
Developing clinical competencies to treat LGBTQIA+	71%	41%
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	71%	62%
Implement mobile health (including mobile medical, dental, or vision services)	71%	44%
Integrate oral health and primary care	71%	52%
Integrate behavioral health screening in dental settings	71%	43%

POPULATION HEALTH AND SDOH (N=8)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing housing insecurity	100%	73%
Assess and address the needs of patients who are experiencing food insecurity	88%	68%
Assess and address the needs of patients who are experiencing financial strain	88%	70%
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	88%	73%
Assess and address the needs of patients who are experiencing social isolation	88%	55%

WORKFORCE (N=6)

Specific T/TA Need	State	National
Provide career development for health center staff	100%	66%
Build effective processes for recruiting clinical staff	100%	76%

FINANCIAL SUSTAINABILITY (N=5)

Specific T/TA Need	State	National
Revenue Cycle Management	80%	49%
Integrate capital planning into health center strategic plans	80%	47%

EMERGENCY PREPAREDNESS (N=5)

Specific T/TA Need	State	National
Plan for staffing during an emergency	100%	71%
Interruptions in communications, including cyber attacks	100%	71%

PATIENT EXPERIENCE (N=6)

Specific T/TA Need	State	National
Assess and use patient data on experience and satisfaction	83%	59%
Use motivational interviewing to collect patient data	83%	50%
Understanding patient engagement in mental health services	83%	59%
Understanding patient engagement in substance use services	83%	49%

TECHNOLOGY (N=5)

Specific T/TA Need	State	National
Optimize your health center's EHR	80%	60%
Ensure patient privacy and confidentiality	60%	53%
Protect your health center's data from hackers	60%	66%
Respond to an organizational cyber attack	60%	58%
Increase data literacy / Increase data literacy for healthcare staff	60%	56%
Improve EHR interoperability	60%	49%

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