

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

28

Health Centers that Responded

7/24 (29%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 1 (14%)	Mid-size: 5 (71%)	Small: 1 (14%)
Health Center Location	Urban: 5 (71%)	Rural: 2 (29%)	
Respondent Role	Executive Leadership: 9 (32%)		
	Frontline/Operations: 19 (68%)	Clinical: 5 (26%)	Non-Clinical: 14 (74%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=21)

Specific T/TA Need	State	National
Provide services that are sensitive to different cultures and in the patient's preferred language	67%	56%
Enhance interpreter services	67%	50%

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=25)

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%
Develop and implement a healthcare risk management or patient safety program	56%	52%

POPULATION HEALTH AND SDOH (N=22)

Specific T/TA Need	State	National
Learn techniques to assess and address community-level barriers to health equity	82%	66%
Develop workflows and Health Information Technology (Health IT) skills to help with data collection, management, and analyzing special and other health center populations	77%	68%

WORKFORCE (N=20)

Specific T/TA Need	State	National
Support professional development for young professionals and early to mid-career staff	85%	68%
Build effective processes for recruiting clinical staff	70%	76%

FINANCIAL SUSTAINABILITY (N=13)

Specific T/TA Need	State	National
Set fee schedules	100%	32%
Implement best practices and strategies to prepare for transformation and payment reform	77%	59%

EMERGENCY PREPAREDNESS (N=18)

Specific T/TA Need	State	National
Conduct an all-hazards facility-based risk assessment	61%	67%
Interruptions in communications, including cyber attacks	61%	71%

PATIENT EXPERIENCE (N=23)

Specific T/TA Need	State	National
Develop tools for equity-centered patient experience and assessment	61%	59%
Assess and use patient data on experience and satisfaction	57%	59%
Understanding patient engagement in telehealth	57%	58%

TECHNOLOGY (N=14)

Specific T/TA Need	State	National
Protect your health center's data from hackers	57%	66%
Improve EHR interoperability	57%	49%

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,625,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).