

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

29

Health Centers that Responded

8/27 (30%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 3 (38%)	Mid-size: 3 (38%)	Small: 2 (25%)
Health Center Location	Urban: 6 (75%)	Rural: 2 (25%)	
Respondent Role	Executive Leadership: 10 (34%)		
	Frontline/Operations: 19 (66%)	Clinical: 14 (74%)	Non-Clinical: 5 (26%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=13)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	92%	68%
Evaluate outreach programs	92%	59%

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=17)

Specific T/TA Need	State	National
Use data to guide and improve clinical quality, operations, and health center finances	88%	70%
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.)	82%	73%
Develop, implement, and improve interdisciplinary teams	82%	58%

POPULATION HEALTH AND SDOH (N=13)

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	85%	68%
Understand how health inequities may impact patient wellbeing and health outcomes	85%	53%
Develop and implement screening strategies that are sensitive to differences in culture and language	85%	60%

WORKFORCE (N=16)

Specific T/TA Need	State	National
Provide career development for health center staff	88%	66%
Develop or improve staff management skills	75%	64%
Develop a comprehensive staff retention and recruitment plan	75%	64%
Build effective processes for recruiting clinical staff	75%	76%

FINANCIAL SUSTAINABILITY (N=12)

Specific T/TA Need	State	National
Implement best practices and strategies to prepare for transformation and payment reform	75%	59%
Medicaid Prospective Payment System (PPS) reimbursement	67%	47%

EMERGENCY PREPAREDNESS (N=10)

Specific T/TA Need	State	National
Plan for staffing during an emergency	90%	71%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address natural hazards	80%	65%
Interruptions in communications, including cyber attacks	80%	71%
Strengthen partnerships with local and state public health departments	80%	60%

PATIENT EXPERIENCE (N=11)

Specific T/TA Need	State	National
Understanding patient engagement in chronic disease management	91%	63%
Develop culturally-responsive staff who use patient-centered approaches to health care	82%	53%
Use motivational interviewing to collect patient data	82%	50%
Understanding patient engagement in oral health care	82%	48%
Understanding patient engagement in mental health services	82%	59%
Develop patient education materials targeted to the needs of marginalized populations, including children and youth (ages 6 – 17)	82%	49%

TECHNOLOGY (N=13)

Specific T/TA Need	State	National
Develop and use population health dashboards	62%	49%
Respond to an organizational cyber attack	54%	58%
Increase data literacy / Increase data literacy for healthcare staff	54%	56%
Optimize your health center's EHR	54%	60%
Improve EHR interoperability	54%	49%

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