

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

8/27 (30%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 6 (75%)	Mid-size: 2 (25%)	Small: 0 (0%)
Health Center Location	Urban: 6 (75%)	Rural: 2 (25%)	
Respondent Role	Executive Leadership: 7 (54%)		
	Frontline/Operations: 6 (46%)	Clinical: 1 (17%)	Non-Clinical: 5 (83%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=8)

Specific T/TA Need	State	National
Create materials in different formats for those who learn better with visual, audio or other styles	63%	52%
Implement or expand case management services	63%	66%
Implement transportation strategies	63%	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=10)

Specific T/TA Need	State	National
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	70%	62%
Develop, implement, and improve interdisciplinary teams	70%	58%
Use peer support specialists to address patients' behavioral health needs	70%	41%

POPULATION HEALTH AND SDOH (N=7)

Specific T/TA Need	State	National
Design programs and interventions to address SDOH	100%	63%
Assess and address the needs of patients who are experiencing housing insecurity	100%	73%

WORKFORCE (N=11)

Specific T/TA Need	State	National
Develop or improve change management skills	82%	62%
Provide career development for health center staff	73%	66%

FINANCIAL SUSTAINABILITY (N=7)

Specific T/TA Need	State	National
340B program management	86%	47%
Integrate dentistry, vision, and behavioral health in value-based payment reform	86%	51%
Innovation Center models like Making Care Primary and ACO REACH	86%	33%

EMERGENCY PREPAREDNESS (N=5)

Specific T/TA Need	State	National
Conduct an all-hazards facility-based risk assessment	100%	67%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address human-made hazards	80%	59%
Interruptions in communications, including cyber attacks	80%	71%
Develop a training and exercise plan	80%	59%
Develop an emergency event Tabletop Exercise	80%	53%

PATIENT EXPERIENCE (N=7)

Specific T/TA Need	State	National
Develop tools for equity-centered patient experience and assessment	57%	59%
Assess and use patient data on experience and satisfaction	57%	59%
Use motivational interviewing to collect patient data	57%	50%
Understand effective strategies for integrating on- and off-site services to address patients' health-related social drivers of health	57%	43%
Understanding patient engagement in telehealth	57%	58%
Understanding patient engagement in pharmacy services	57%	44%
Develop patient education materials targeted to the needs of marginalized populations, including people or families experiencing or at risk of homelessness	57%	49%
Develop patient education materials targeted to the needs of marginalized populations, including LGBTQIA+	57%	44%
Develop patient education materials targeted to the needs of marginalized populations, including mobile patients	57%	27%
Develop patient education materials targeted to the needs of marginalized populations, including older adults	57%	55%

TECHNOLOGY (N=9)

Specific T/TA Need	State	National
Protect your health center's data from hackers	67%	66%
Respond to an organizational cyber attack	56%	58%
Develop and use population health dashboards	56%	49%

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