

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

14

Health Centers that Responded

12/21 (57%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 2 (17%)	Mid-size: 7 (58%)	Small: 3 (25%)
Health Center Location	Urban: 4 (33%)	Rural: 8 (67%)	
Respondent Role	Executive Leadership: 12 (86%)		
	Frontline/Operations: 2 (14%)	Clinical: 0 (0%)	Non-Clinical: 2 (100%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=6)

Specific T/TA Need	State	National
Enhance interpreter services	83%	50%
Implement or expand case management services	83%	66%
Evaluate outreach programs	83%	59%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=5)

Specific T/TA Need	State	National
Create a succession plan	80%	34%
Effective board governance practices and approaches	60%	59%
Design and implement needs assessment	60%	32%
Plan and strategize for health center growth	60%	65%
Capital planning and partnership development	60%	61%
Expand capacity around mental health and substance use disorder needs	60%	39%

QUALITY, PATIENT CARE, AND SAFETY (N=6)

Specific T/TA Need	State	National
Develop and implement a healthcare risk management or patient safety program	100%	52%
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.)	83%	73%
Use data to guide and improve clinical quality, operations, and health center finances	83%	70%
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	83%	62%
Collect and report data to Federal partners	83%	41%
Collect and use granular disaggregated patient demographic data	83%	43%
Integrate oral health and primary care	83%	52%

POPULATION HEALTH AND SDOH (N=8)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing food insecurity	88%	68%
Assess and address the needs of patients who are experiencing housing insecurity	88%	73%
Assess and address the needs of patients who are experiencing financial strain	88%	70%
Assess and address the needs of patients who are experiencing social isolation	88%	55%
Build programs and partnerships to address SDOH to improve health inequities	88%	68%

WORKFORCE (N=8)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	88%	76%
Plan for sustainability	75%	61%
Support professional development for young professionals and early to mid-career staff	75%	68%
Develop a comprehensive staff retention and recruitment plan	75%	64%
Develop organizational strategies to reduce staff burnout	75%	68%
Build effective processes for recruiting enabling services and community health workers/promotoras(es)	75%	46%
Build effective processes for recruiting non-clinical staff	75%	54%
Build effective processes for recruiting executive-level leadership	75%	37%

FINANCIAL SUSTAINABILITY (N=8)

Specific T/TA Need	State	National
Financial resilience planning	75%	41%
340B program management	63%	47%
Set fee schedules	63%	32%
Assess ongoing needs to maintain current infrastructure, including readiness for capital expansion	63%	45%
Evaluate community partnerships and capital expansion	63%	38%
Secure funding and financing for health center capital development	63%	44%
Implement best practices and strategies to prepare for transformation and payment reform	63%	59%
Improve coding for more accurate financial modeling	63%	52%

EMERGENCY PREPAREDNESS (N=7)

Specific T/TA Need	State	National
Improve accreditation and regulatory standards understanding for Centers for Medicare & Medicaid Services (CMS) emergency preparedness requirements	86%	53%
Improve accreditation and regulatory standards understanding for HRSA/BPHC emergency preparedness expectations	71%	63%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address natural hazards	71%	65%
Develop an emergency preparedness plan that complies with local, state, and federal regulations to address infectious and vector-borne disease hazards	71%	60%
Develop emergency procedures including alternative medical documentation systems	71%	53%
Loss of all or some of the facility	71%	58%

PATIENT EXPERIENCE (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.

TECHNOLOGY (N=6)

Specific T/TA Need	State	National
Develop effective data dashboards within your EHR system	100%	42%
Protect your health center's data from hackers	83%	66%
Increase digital literacy for patients	83%	44%
Increase patient and provider use of patient portals	83%	46%
Improve EHR interoperability	83%	49%
Use decision support systems	83%	33%

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