

## 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](http://bphc.hrsa.gov). For analysis methods and measure definitions, please see the full report.

## STATE RESPONSE RATE

**Number of Individual Responses**

78

**Health Centers that Responded**

11/41 (27%)

## HEALTH CENTER/RESPONDENT CHARACTERISTICS

<b>Health Center Size</b>	Large: 2 (18%)	Mid-size: 3 (27%)	Small: 6 (55%)
<b>Health Center Location</b>	Urban: 4 (36%)	Rural: 7 (64%)	
<b>Respondent Role</b>	Executive Leadership: 16 (21%)	<i>One respondent did not select a role</i>	
	Frontline/Operations: 61 (79%)	Clinical: 30 (49%)	Non-Clinical: 31 (51%)

## TOP T/TA NEEDS BY SPECIFIC TOPIC

### ACCESS & AFFORDABILITY (N=27)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	85%	68%
Implement or expand case management services	81%	66%

### GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=3)

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](http://www.healthcenterinfo.org/details/?id=5434)).

### QUALITY, PATIENT CARE, AND SAFETY (N=30)

Specific T/TA Need	State	National
Use data to guide and improve clinical quality, operations, and health center finances	73%	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.)	60%	73%
Developing clinical competencies to treat children (ages 0-5)	60%	43%
Developing clinical competencies to treat children and youth (ages 6-17)	60%	46%
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	60%	62%
Develop, implement, and improve chronic disease management programs	60%	56%

### POPULATION HEALTH AND SDOH (N=30)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing financial strain	83%	70%
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	77%	73%

### WORKFORCE (N=32)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	81%	76%
Develop pathways for recruiting health center workforce	75%	56%

### FINANCIAL SUSTAINABILITY (N=19)

Specific T/TA Need	State	National
Enabling Services reimbursement	63%	43%
Integrate dentistry, vision, and behavioral health in value-based payment reform	58%	51%

**EMERGENCY PREPAREDNESS (N=22)**

<b>Specific T/TA Need</b>	<b>State</b>	<b>National</b>
Plan for staffing during an emergency	77%	71%
Equipment and power failures	73%	64%

**PATIENT EXPERIENCE (N=17)**

<b>Specific T/TA Need</b>	<b>State</b>	<b>National</b>
Report on patient experience and satisfaction data	71%	49%
Understanding patient engagement in chronic disease management	71%	63%

**TECHNOLOGY (N=19)**

<b>Specific T/TA Need</b>	<b>State</b>	<b>National</b>
Protect your health center's data from hackers	68%	66%
Optimize your health center's EHR	68%	60%

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.

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