

NEEDS ASSESSMENT

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

41

Health Centers that Responded

13/37 (35%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 4 (31%)	Mid-size: 6 (46%)	Small: 3 (23%)
Health Center Location	Urban: 12 (92%)	Rural: 1 (8%)	
Respondent Role	Executive Leadership: 11 (27%)		
	Frontline/Operations: 30 (73%)	Clinical: 11 (37%)	Non-Clinical: 19 (63%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=24)

Specific T/TA Need	State	National
Assess and connect patients to employment resources	88%	50%
Assess and connect patients to family support services	79%	59%
Coordinate with housing and shelter agencies to increase wraparound services	79%	49%
Help patients navigate housing services (including applications, Housing Choice Vouchers, Section 8, etc.)	79%	48%

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

Specific T/TA Need	State	National
This section was only made available to health center CEO respondents. The response rate for this state/territory was less than 5 individuals, therefore, 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=30)

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.)	73%	73%
Developing clinical competencies to treat individuals with disabilities	73%	46%

POPULATION HEALTH AND SDOH (N=30)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing housing insecurity	85%	73%
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	74%	73%
Assess and address the needs of patients who are immigrants	74%	45%

WORKFORCE (N=32)

Specific T/TA Need	State	National
Support professional development for young professionals and early to mid-career staff	75%	68%
Develop or improve change management skills	75%	62%
Develop or improve communication and presentation skills	75%	58%

FINANCIAL SUSTAINABILITY (N=20)

Specific T/TA Need	State	National
Evaluate community partnerships and capital expansion	70%	38%
340B program management	68%	47%

EMERGENCY PREPAREDNESS (N=26)

Specific T/TA Need	State	National
Interruptions in communications, including cyber attacks	81%	71%
Develop emergency procedures including use of volunteers and other emergency staffing strategies	77%	50%
Communicate with staff and emergency management	77%	66%
Support special and marginalized populations to be prepared during an emergency	77%	49%

PATIENT EXPERIENCE (N=25)

Specific T/TA Need	State	National
Develop tools for equity-centered patient experience and assessment	72%	59%
Use motivational interviewing to collect patient data	72%	50%
Develop patient education materials targeted to the needs of marginalized populations, including older adults	72%	55%
Develop patient education materials targeted to the needs of marginalized populations, including people with disabilities	72%	42%

TECHNOLOGY (N=20)

Specific T/TA Need	State	National
Increase data literacy / Increase data literacy for healthcare staff	70%	56%
Optimize your health center's EHR	70%	60%

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