

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

### STATE RESPONSE RATE

**Number of Individual Responses**

164

**Health Centers that Responded**

21/50 (42%)

### HEALTH CENTER/RESPONDENT CHARACTERISTICS

<b>Health Center Size</b>	Large: 8 (38%)	Mid-size: 6 (29%)	Small: 7 (33%)
<b>Health Center Location</b>	Urban: 17 (81%)	Rural: 4 (19%)	
<b>Respondent Role</b>	Executive Leadership: 27 (17%)	One respondent did not select a role	
	Frontline/Operations: 136 (83%)	Clinical: 52 (38%)	Non-Clinical: 84 (62%)

### TOP T/TA NEEDS BY SPECIFIC TOPIC

#### ACCESS & AFFORDABILITY (N=93)

Specific T/TA Need	State	National
Provide services that are sensitive to different cultures and in the patient's preferred language	70%	56%
Develop and implement activities/initiatives to help patients access social care services and community resources	69%	68%

#### GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=7)

Specific T/TA Need	State	National
Evaluate a CEO annually	100%	24%
Manage Board committees	100%	21%
Capital planning and partnership development	100%	61%

#### QUALITY, PATIENT CARE, AND SAFETY (N=82)

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.)	72%	73%
Developing clinical competencies to treat individuals or families experiencing or at risk of homelessness	67%	53%

#### POPULATION HEALTH AND SDOH (N=82)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing housing insecurity	81%	73%
Assess and address the needs of patients who are experiencing financial strain	75%	70%

#### WORKFORCE (N=86)

Specific T/TA Need	State	National
Build effective processes for recruiting clinical staff	77%	76%
Develop organizational strategies to reduce staff burnout	70%	68%

#### FINANCIAL SUSTAINABILITY (N=68)

Specific T/TA Need	State	National
Implement best practices and strategies to prepare for transformation and payment reform	60%	59%
Integrate dentistry, vision, and behavioral health in value-based payment reform	53%	51%

#### EMERGENCY PREPAREDNESS (N=56)

Specific T/TA Need	State	National
Plan for staffing during an emergency	68%	71%
Conduct an all-hazards facility-based risk assessment	66%	67%
Strengthen partnerships with local and state public health departments	66%	60%

**PATIENT EXPERIENCE (N=71)**

<b>Specific T/TA Need</b>	<b>State</b>	<b>National</b>
Develop culturally-responsive staff who use patient-centered approaches to health care	65%	53%
Understanding patient engagement in chronic disease management	64%	63%

**TECHNOLOGY (N=67)**

<b>Specific T/TA Need</b>	<b>State</b>	<b>National</b>
Protect your health center's data from hackers	72%	66%
Increase data literacy / Increase data literacy for healthcare staff	64%	56%
Optimize your health center's EHR	64%	60%

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