

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

32

Health Centers that Responded

13/73 (18%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 4 (31%)	Mid-size: 5 (38%)	Small: 4 (31%)
Health Center Location	Urban: 8 (62%)	Rural: 5 (38%)	
Respondent Role	Executive Leadership: 11 (34%)		
	Frontline/Operations: 21 (66%)	Clinical: 5 (24%)	Non-Clinical: 16 (76%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=19)

Specific T/TA Need	State	National
Develop and implement activities/initiatives to help patients access social care services and community resources	84%	68%
Evaluate outreach programs	74%	59%

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).

QUALITY, PATIENT CARE, AND SAFETY (N=21)

Specific T/TA Need	State	National
Collect and use patient-level data on SDOH to improve patient outcomes and health equity	90%	62%
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.)	86%	73%
Collect and use enabling services data to improve patient outcomes and health equity	86%	62%

POPULATION HEALTH AND SDOH (N=23)

Specific T/TA Need	State	National
Develop workflows and Health Information Technology (Health IT) skills to help with data collection, management, and analyzing special and other health center populations	83%	68%
Build programs and partnerships to address SDOH to improve health inequities	78%	68%

WORKFORCE (N=24)

Specific T/TA Need	State	National
Develop community-minded leadership and strategic partnerships that benefit the health center workforce, patients, and community	75%	54%
Plan for leadership succession	75%	57%
Support professional development for young professionals and early to mid-career staff	75%	68%
Develop or improve staff management skills	75%	64%
Develop a comprehensive staff retention and recruitment plan	75%	64%
Develop organizational strategies to support staff work-life balance	75%	64%
Build effective processes for recruiting clinical staff	75%	76%

FINANCIAL SUSTAINABILITY (N=20)

Specific T/TA Need	State	National
Assess ongoing needs to maintain current infrastructure, including readiness for capital expansion	70%	45%
Implement best practices and strategies to prepare for transformation and payment reform	70%	59%

EMERGENCY PREPAREDNESS (N=16)

Specific T/TA Need	State	National
Interruptions in communications, including cyber attacks	94%	71%
Strengthen partnerships with local and state public health departments	94%	60%

PATIENT EXPERIENCE (N=20)

Specific T/TA Need	State	National
Develop tools for equity-centered patient experience and assessment	70%	59%
Assess and use patient data on experience and satisfaction	65%	59%
Report on patient experience and satisfaction data	65%	49%

TECHNOLOGY (N=19)

Specific T/TA Need	State	National
Protect your health center's data from hackers	79%	66%
Ensure patient privacy and confidentiality	68%	53%
Increase data literacy / Increase data literacy for healthcare staff	68%	56%

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