

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

8

Health Centers that Responded

7/18 (39%)

HEALTH CENTER/RESPONDENT CHARACTERISTICS

Health Center Size	Large: 1 (14%)	Mid-size: 4 (57%)	Small: 2 (29%)
Health Center Location	Urban: 2 (29%)	Rural: 5 (71%)	
Respondent Role	Executive Leadership: 5 (63%)		
	Frontline/Operations: 3 (38%)	Clinical: 2 (67%)	Non-Clinical: 1 (33%)

TOP T/TA NEEDS BY SPECIFIC TOPIC

ACCESS & AFFORDABILITY (N=6)

Specific T/TA Need	State	National
Implement or expand case management services	83%	66%
Assess and connect patients to family support services	67%	59%
Assess and connect patients to employment resources	67%	50%
Implement transportation strategies	67%	55%
Develop outreach programs that use community health workers or promotoras(es), to address community needs	67%	58%

GOVERNANCE AND MANAGEMENT (CEO Respondents Only) (N=0)

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=6)

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.)	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%
Develop and implement a blame-free and just culture to encourage safety reporting	83%	49%
Develop, implement, and improve chronic disease management programs	83%	56%
Follow up after behavioral health referrals	83%	46%

POPULATION HEALTH AND SDOH (N=8)

Specific T/TA Need	State	National
Assess and address the needs of patients who are experiencing food insecurity	100%	68%
Assess and address the needs of patients who are experiencing lack of transportation (including access to public transportation)	100%	73%

WORKFORCE (N=6)

Specific T/TA Need	State	National
Develop and implement processes to create a manageable staff workload	100%	54%
Build effective processes for recruiting clinical staff	100%	76%

FINANCIAL SUSTAINABILITY (N=5)

Specific T/TA Need	State	National
Medicaid Prospective Payment System (PPS) reimbursement	80%	47%
Federal grant management	80%	40%
340B program management	80%	47%
Set fee schedules	80%	32%

EMERGENCY PREPAREDNESS (N=5)

Specific T/TA Need	State	National
Plan for staffing during an emergency	100%	71%
Interruptions in communications, including cyber attacks	100%	71%
Loss of all or some of the facility	100%	58%

PATIENT EXPERIENCE (N=3)

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=4)

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