BACKGROUND ON ASSESSMENT

Health Centers were assessed for their training and technical assistance (TTA) needs in Fall 2021. 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 on behalf of the Health Resources and Services Administration (HRSA) and their 21 National Training and Technical Assistance Partners (NTTAPs).

RESPONDENTS BY TYPE

Small health centers defined as serving 10,000 or fewer patients.

- 77.8% Large Health Centers
- 22.2% Small Health Centers

Rural and urban classification derived from the 2020 UDS dataset, which is self-reported by the health centers.

- 77.8% Rural Location
- 22.2% Urban Location

21.2% Nearly a quarter of the front line and operations staff worked in management or administration.

18.2% Less than a quarter of the front line and operations staff were clinicians and clinical support staff.

TOP TTA NEEDS BY SPECIFIC TOPIC

Access and Affordability

Outreach and Enabling Services
- Evaluating outreach programs
- Implementing outreach programs/partnerships to address health disparities
- Developing outreach services to address chronic diseases or conditions

Patient Experience

- no subdomain Assessing and supporting patient engagement in telehealth
- no subdomain Collecting and optimizing use of patient experience/satisfaction data

Quality, Patient Care, and Safety

Data Collection and Use
- Using social determinants of health data to enhance patient outcomes and health equity

General Patient Care and Safety
- Expanding telehealth care provision to improve continuity of care
- Best practices for patient and provider safety during public health emergencies

Behavioral Health (Mental Health and Substance Use Disorder) Services
- Follow-up after behavioral health referrals