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

- 31 health center staff responded
- 17 (35%) health centers responded
- Total Federally Qualified Health Centers and Look-Alikes: 49

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

- 75% Large Health Centers
- 25% Small Health Centers

Urban Location
- 31.2%
- Rural Location
- 68.8%

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

- 46.2% Less than half of the front line and operations staff worked in management or administration.
- 30.8% Nearly a third of the front line and operations staff were clinicians and clinical support staff.

TOP TTA NEEDS BY SPECIFIC TOPIC

Quality, Patient Care, and Safety

<table>
<thead>
<tr>
<th>TTA Topic</th>
<th>Specific TTA Needs</th>
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<tbody>
<tr>
<td>General Patient Care and Safety</td>
<td>Expansion of telehealth care provision to improve continuity of care</td>
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<td></td>
<td>Development, implementation, optimization of interdisciplinary care teams</td>
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Patient Experience

<table>
<thead>
<tr>
<th>TTA Topic</th>
<th>Specific TTA Needs</th>
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<tbody>
<tr>
<td>no subdomain</td>
<td>Assessing and supporting patient engagement in telehealth</td>
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<tr>
<td></td>
<td>Collecting and optimizing use of patient experience/satisfaction data</td>
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