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

20
HEALTH CENTER STAFF
RESPONDED

10 (25%)
health centers responded

Total Federally Qualified Health Centers and Look-Alikes

40

70%
Large Health Centers

30%
Small Health Centers

50%
Urban Location

50%
Rural Location

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

72.7%
Nearly three-quarters of the front line and operations staff worked in management or administration.

18.2%
18.2% of the front line and operations staff were clinicians and clinical support staff.

TOP TTA NEEDS BY SPECIFIC TOPIC

Workforce

TTA Topic
Recruitment and Retention
Management

Specific TTA Needs
Developing a comprehensive staff retention plan
Managing staff

Quality, Patient Care, and Safety

TTA Topic
Data Collection and Use

Specific TTA Needs
Leveraging data to guide clinical quality, operational and financial improvement
Optimizing use of enabling services and patient-level data on social determinants of health

Finance

TTA Topic
Finance (general)
Value-Based Payment

Specific TTA Needs
Telehealth reimbursement
Best practices on health center strategies for accelerating payment reform readiness

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