2021 National Health Center Training and Technical Assistance Needs Assessment

**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**

- **7 Health Center Staff Responded**
  - 71.4% Large Health Centers
  - 28.6% Small Health Centers

- **7 (35%) Total Federally Qualified Health Centers and Look-Alikes Responded**
  - 28.6% Urban Location
  - 71.4% Rural Location

Small health centers defined as serving 10,000 or fewer patients. Rural and urban classification derived from the 2020 UDS dataset, which is self-reported by the health centers.

- **50%** Half of the front line and operations staff worked in management or administration.
- **0%** None of the front line and operations staff were clinicians and clinical support staff.

**TOP TTA NEEDS BY SPECIFIC TOPIC**

- **Quality, Patient Care, and Safety**
  - Oral Health Services: Integrating oral health into primary care
  - Data Collection and Use: Leveraging data to guide clinical quality, operational and financial improvement

- **Patient Experience**
  - no subdomain: Assessing and supporting patient engagement in telehealth, Collecting and optimizing use of patient experience/satisfaction data, Patient engagement in oral health care services