**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**

- **21 Health Center Staff Responded**
- **13 (44.8%) Total Federally Qualified Health Centers and Look-Alikes**

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

- **77% Large Health Centers**
- **23% Small Health Centers**

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

- **46.2% Urban Location**
- **53.8% Rural Location**

58.3% of the front line and operations staff worked in management or administration.

8.3% of the front line and operations staff were clinicians and clinical support staff.

**TOP TTA NEEDS BY SPECIFIC TOPIC**

### Patient Experience
- **TTA Topic**: Assessing and supporting patient engagement in telehealth
- **Specific TTA Needs**: 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
- **Specific TTA Needs**: Leveraging data to guide clinical quality, operational and financial improvement
- **General Patient Care and Safety**: Best practices for patient and provider safety during public health emergencies
- **Oral Health Services**: Using tele-dentistry to expand access to oral health care

### Workforce
- **Leadership**: Empowering health center staff
- **Recruitment and Retention**: Developing a comprehensive staff retention plan

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