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

61 HEALTH CENTER STAFF RESPONDED

66.7% Large Health Centers

33.3% Small Health Centers

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

75% Urban Location

25% Rural Location

71.8% of the front line and operations staff worked in management or administration.

5% of the front line and operations staff were clinicians and clinical support staff.

TOP TTA NEEDS BY SPECIFIC TOPIC

Quality, Patient Care, and Safety

- Data Collection and Use
  - Optimizing use of enabling services and patient-level data on social determinants of health
  - 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

Workforce

- Recruitment and Retention
  - Improving job satisfaction and well-being of staff

- Leadership
  - Innovations in health centers

Access and Affordability

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

This project/publication is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $7,254,766 with 0 percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.