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

- **68** Health Center Staff Responded
- **58.3%** Large Health Centers
- **41.7%** Small Health Centers
- **45.8%** Urban Location
- **54.2%** Rural Location

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

- **36.5%** of the front line and operations staff worked in management or administration.
- **15.4%** 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

**Access and Affordability**
- **Outreach and Enabling Services**
  - Developing outreach services to address chronic diseases or conditions
- **Health Insurance Eligibility and Enrollment**
  - Developing healthcare navigator services

**Patient Experience**
- **no subdomain**
  - Assessing and supporting patient engagement in telehealth
  - Collecting and optimizing use of patient experience/satisfaction data

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