

# The National Resource Center for Training and Technical Assistance

*Improving Health Center Operational Performance and Health Outcomes*

## What does the National Resource Center do?

In our nation each year, over 27 million people get their health care at nearly 1,400 health centers operating approximately 12,000 service delivery sites. Led by their patients and other community leaders, health centers adhere to rigorous standards for high quality, accessible care.

To help achieve these standards, the Health Resources and Services Administration (HRSA) provides health centers with tailored training and technical assistance (TTA). This TTA is often provided through National Training and Technical Assistance Cooperative Agreement entities (NCAs), Primary Care Associations (PCAs), and Health Center Controlled Networks (HCCNs).

The National Resource Center (NRC) is working to align, leverage and coordinate the efforts of these TTA providers in response to health center needs. The NRC enhances communication and fosters collaboration amongst these TTA providers to bring maximum value in services provided.

The Health Center Resource Clearinghouse is a major product of the NRC, located at: [www.healthcenterinfo.org](http://www.healthcenterinfo.org).

## Why the Need for a National Resource Center?

For more than 50 years, health centers have provided care for individuals in need of comprehensive primary health care in underserved areas.

Health centers design their services around their community's health needs, which not only include medical care but also pharmacy, oral health care, behavioral health care, treatments for substance use disorders, and social services — all in one model. Health

center clinical providers and other staff provide these services in a variety of community settings.



For continuous learning and practice transformation, health centers often rely on NCAs, PCAs, and HCCNs. Each TTA provider addresses unique and specific health center needs in order to improve care for patients and advance service delivery.

In an increasingly complex and uncertain health care ecosystem, health centers need a coordinated approach to identifying and obtaining targeted TTA resources. In 2017, HRSA established the National Resource Center (NRC) to support communication, coordination, and collaboration among HRSA-funded TTA providers serving health centers.

Led by an Advisory Group including representatives from NCAs, PCAs, and HCCNs, the NRC seeks to foster, amplify, and leverage each organization's TTA efforts for greater collective impact for health centers.

## How does the NRC work?

**The NRC advances strategic goals set by HRSA's Bureau of Primary Health Care (BPHC)**

- **Increase access to primary health care** by assessing health centers' learning needs and promoting resources to meet those needs.
- **Advance health center quality and impact** through a clearinghouse website that encompasses a range of vetted content to support clinical, financial, and operational improvements in health centers.
- **Optimize TTA operations** by streamlining management and communication efforts across HRSA-funded TTA providers.

