

Person-Centered Contraceptive Counseling (PCCC) Measure

Elevating patient voices in contraceptive care

The PCCC measure provides a structured way to capture the patient perspective, ensuring that their voices are heard. By using the PCCC, clinics can understand whether patients not only receive contraception but also feel supported, informed, and respected throughout the counseling process.

Using the PCCC alone or alongside other performance measures (e.g., contraceptive use) helps clinics:

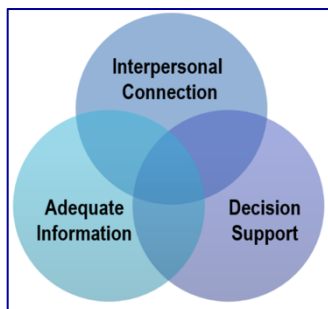
- Monitor patient satisfaction alongside access and utilization
- Ensure every patient has a positive experience discussing contraceptive options
- Identify opportunities to strengthen counseling quality
- Communicate to your patients that you care about their experience

PCCC Measure

Think about your visit. How do you think the provider did?

- Respecting me as a person
- Letting me say what mattered to me about my birth control method
- Taking my preferences about my birth control seriously
- Giving me enough information to make the best decision about my birth control method

What is the PCCC?



Domains of high-quality counseling

Patients complete a short survey about their most recent visit that included contraceptive counseling. **The measure consists of four questions rated on a 5-point scale**, covering three domains of high-quality counseling: interpersonal connection, adequate information, and decision support.

Results are reported as the percentage of patients who gave the highest possible rating on all four questions. Clinics can review results at both the provider and facility level. Implementation follows a standardized workflow that can be adapted to fit different clinic settings and patient populations.

How was it developed?

- **Based on patient priorities** identified through in-depth interviews
- Developed and tested nationally by UCSF's [Person-Centered Reproductive Health Program](#), led by Dr. Christine Dehlendorf
- Found to be **validated and reliable** in diverse clinic environments
- Endorsed as a validated measure of patient experience by the Centers for Medicare and Medicaid's Consensus-Based Entity in 2020

Why does it matter to your clinic?

- Strengthens patient-provider trust and communication
- Supports quality improvement initiatives
- Aligns with national quality standards
- Demonstrates commitment to patient-centered care

Implementation guidance and more information on the measure are available at pcccmeasure.ucsf.edu. Reach out to pccc@ucsf.edu with questions or to request support in implementing the PCCC in your clinic!