Person-Centered Contraceptive Counseling (PCCC) Measure
Sample Key Staff

The table below presents key staff involved with PCCC implementation:

Key Staff	Description
Project leadership	The leadership team consists of the following individuals: ▪ Family Planning Project Manager *who provides managerial and programmatic support, as well as oversight, of all services that encompass contraceptive counseling* ▪ Medical Director *who determines how clinical care is delivered* ▪ Clinician champion(s) (optional) ▪ Director of Health Education (optional) ▪ Chief Operations Officer/Director of Administration *who determines workflow and how surveys will be integrated into workflow* ▪ Chief Information Officer/Director of IT ▪ Research Coordinator/Director of Research and Evaluation *who coordinates all research activities and manages Institutional Review Board (IRB) activities if using PCCC as part of a research study.*
Eligibility identifiers	Eligibility identifiers are staff who support activities to identify patients who have received counseling, and may include the following individuals: ▪ Family Planning Project Manager ▪ Chief Operations Officer/Director of Administration ▪ Medical Director and/or clinician champion ▪ IT Specialist ▪ Research Coordinator These staff persons may coordinate with EHR vendors, front-end staff, clinicians, non-clinician clinical staff, and health educators to plan and implement patient identification activities.
Survey administration	Survey administration staff support activities to administer the survey who have received counseling, and may include the following individuals: ▪ Family Planning Project Manager ▪ Chief Operations Officer/Director of Administration ▪ IT Specialist ▪ Research Coordinator

	These staff persons may coordinate front-end staff, clinicians, non-clinician clinical staff, and health educators to plan and implement survey administration activities.
Data management	Data management staff support activities to collect and compile survey data, and may include the following individuals: ▪ Family Planning Project Manager ▪ Chief Operations Officer/Director of Administration ▪ IT Specialist ▪ Quality improvement staff person ▪ Research Coordinator These staff persons may coordinate with front-end staff and EHR vendors to plan and implement data management activities.
Quality assurance and improvement	Quality assurance and improvement staff support activities to ensure the integrity of research data and manage feedback loops so that survey data is utilized for continuous quality improvement. This team may include the following individuals: ▪ Family Planning Project Manager ▪ Research Coordinator ▪ Quality improvement staff person ▪ Medical Director ▪ Chief Operations Officer/Director of Administration
Clinicians	Providers who prescribe contraception, *which may include the provision of contraceptive counseling, depending on a health center's staffing model*
Providers of contraceptive counseling	A clinician or non-clinician (e.g. health educator, medical assistant) *who delivers any contraceptive education and/or discussion that may inform or influence a patient's choice of a contraceptive method*