

Stratifying PCCC Scores by Patient Characteristics

The Person-Centered Contraceptive Counseling (PCCC) measure can be used to evaluate whether contraceptive counseling is respectful, responsive, and centered on the patient's needs and preferences. After you calculate your organization's overall PCCC score, you may want to delve deeper into the data to better understand patient experience. When patient characteristics data (i.e., race/ethnicity, sexual orientation, etc.) are collected alongside the PCCC, stratifying scores can help uncover disparities in care quality. Follow the guidance below to ensure appropriate and ethical stratification.

Identify Variables for Stratification

Select which patient characteristics you may want to examine. Be sure your survey includes all variables of interest in your survey. These may include:

• Age group	• Gender identity
• Race/ethnicity	• Sexual orientation
• Language of survey	• Disability status
• Insurance type	

Check for Minimum Sample Size

PCRHP strongly advises that scores should only be reported for categories with at least 5 respondents to protect participant anonymity and ensure some level of reliability of reported results.

Example: If only 4 respondents completed the PCCC in Spanish, **do not compare scores by language** (i.e., English vs. Spanish), as doing so could compromise anonymity and lead to unreliable conclusions.

Calculate the PCCC Score Using the Top-Box Method

The PCCC score is calculated as the **percentage of respondents who answered "excellent" to all four PCCC items**. This is known as the **top-box score**.

Formula:

Top-box PCCC score = (Number of respondents who selected "excellent" for all 4 items ÷ Total number of valid respondents in that category) × 100

Perform this calculation separately for each category that meets the minimum response threshold and/or perform a crosstabulation of PCCC topbox score by characteristic. The Pivot table function in Excel can be particularly useful for these analyses.

Interpret and Report Results Carefully

- Clearly state which group characteristics were included in the stratified analysis.
- Indicate that stratification was only performed for groups with ≥5 responses
- Consider including how many responses were collected for each category when sharing the results.
- Acknowledge any limitations due to small sample sizes or missing data. Small sample sizes will have wider swings in scores with small differences and should be interpreted with caution and/or may warrant additional investigation

