



METRICS FOR MANAGEMENT

CASE STUDY: Method Information Index (MII)

Location: Pakistan & Uganda | **Funding:** USAID, DFID, and FP2020 (now FP2030)

THE CHALLENGE

Access to effective, affordable family planning services and products is fundamental to reproductive autonomy, health, and human rights. The quality of information and care provided to clients impacts their overall reproductive health. Counseling is an important component of essential care services. Assessing the quality and value can be quite challenging.

PSI, Uganda-based Program for Accessible Health Communication Education (PACE-Uganda), and MSI sought to demonstrate the value of the Method Information Index (MII) as a measure of the quality of family planning information to counseling clients in clinical settings. Metrics for Management (M4M) was brought into the collaboration from 2017-2019 to determine MII's value. Two studies were conducted in Pakistan and Uganda, with the goal of defining metrics for social franchising.

THE SOLUTION

The findings from the two studies suggest that family planning facilities and programs should emphasize the importance of information for those seeking family planning support, as well as client-centered approaches to care. High-quality family planning counseling, as measured by the resulting MII scores from the clinics, increased the likelihood of clients continuing to utilize family planning resources and services for up to a year or more.

The collaboratives' work led to FP2020 (now FP2030) including the MII in its official list of indicators, and this work has expanded, including a more recent analysis of monitoring, evaluation, and learning data conducted across five cities in Kenya.



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