



METRICS FOR MANAGEMENT

CASE STUDY: Method Information Index (MII)

Location: Mexico | **Funding:** Mexican Foundation for Family Planning, A.C. (Mexfam)

THE CHALLENGE

Access to effective, affordable family planning services and products is fundamental to reproductive autonomy, health, and human rights. The quality of care provided to clients seeking contraceptives impacts clients' reproductive health and continued use of the chosen method.

In Mexico, the Mexican Foundation for Family Planning, A.C. (Mexfam) provides direct services and public information to operational centers and medical service centers. To ensure quality of family planning services, Mexfam encouraged clients to complete quality of care surveys. However, the surveys consisted of long, relatively complex questions. The process was time consuming and required significant staff effort, and the surveys did not capture the granularity of information Mexfam needed.

Photo credits (top to bottom): Close-Up Photo Of Pregnant Woman, Mart Production, Pixabay; Mexfam.

THE SOLUTION

In 2022, Mexfam partnered with Metrics for Management (M4M) to test the feasibility and utility of instituting the Method Information Index (MII) — a core indicator and major population-based survey tool of FP2030 — as an automated client feedback system, collecting and reporting data on family planning quality in clinics. Data were collected on tablet kiosks, and weekly reports were delivered to clinic and headquarter leadership.

Mexfam found that clients were easily able to use the kiosks and did not have questions about how to use the devices or have difficulty understanding the questions or response options in the survey. MII saved staff time and provided valuable feedback in a short amount of time. Mexfam and M4M are aiming to expand to other clinics and operational centers.



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