METRICS FOR MANAGEMENT

CASE STUDY: Person-Centered Maternity Care

Location: Ghana, Kenya, and India | **Funding:** United States Agency for International Development (USAID)??

THE CHALLENGE

Unacceptably high maternal mortality remains a challenge in many low- and middle-income countries (LMICs). While clinical aspects of care are a primary focus in efforts to reduce it, evidence demonstrates that person-centered maternity care (PCMC) also plays a role in reducing maternal mortality, newborn complications, and low rates of facility-based deliveries. To ensure high-quality care is provided, it is important that providers and funders of maternity services clearly understand if clients are receiving PCMC.

THE SOLUTION

Researchers at the University of California, San Francisco and Los Angeles previously developed a 30-item scale to assess PCMC. Metrics for Management (M4M) joined the collaborative to develop a simplified 13-item scale to support more routine measurement and management decision-making in health facilities, as well as data for quality improvement processes. The PCMC scale provides important insights on women's experiences of care, including dignity, respect, communication, autonomy, and emotional support.

The 13-item scale is highly reliable, requires minimal training to use, is scored with an easy-to-use rubric, and can be used to create an average score by facility, method type, delivery type, and provider type.

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