

Quality of Contraceptive Counseling Scale (QCC-10), Amharic version: Instrument and Scoring

ክፍል፡ የቤተሰብ ምጣኔ ምክክር አገልግሎት የጥራት መለኪያ መጠይቅ ይህን ወይይት ስናደርግ በዛሬው እለት ከቤተሰብ ምጣኔ አገልግሎት ሰጭው ጋር ስላደረጉት የምክክር ጊዜ እያሰቡ ይመልሱልን። ዛሬ ከነበርዎት ቆይታ ተነስተዋል ለምንጠይቁት ጥያቄዎች መልስዎን ይስጡ። አገልግሎት ሰጪ ሰንጠረዥ ማንኛውም የቤተሰብ ምጣኔ አገልግሎት የሚሰጡ ባለሙያዎችን፣ ማለትም ሐኪም፣ ነርስ እና የጤና ኤክስቴንሽን ባለሙያዎችን ይጨምራል። እያንዳንዱን ጥያቄ እራስዎ እንደምታነበው አድርጎ እጠይቅላለሁ። ለምሳሌ በዛሬው እለት ባገኘሁት አገልግሎት ደስ ብሌኛል.. ብዬ ስናገር ዛሬ ስለነበረኝ ቆይታ አስበኝ መልስ ትሰጭኛለሽ። መልሶቹ አራት አማራጭ አላቸው፤ ሙሉ በሙሉ እስማማለሁ፣ እስማማለሁ፣ አልስማማም፣ ሙሉ በሙሉ እስማማለሁ¹

QCC-10 Scale					
	Item	ሙሉ በሙሉ እስማማለሁ	እስማማለሁ	አልስማማም	በፍፁም አልስማማም
1.	[opinion] በቤተሰብ እቅድ ምክክር ወቅት ምን እንደምፈልግ አስተያየቴን መስጠት ችዬ ነበር።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2.	[personal] አገልግሎት ሰጭው የእኔን ልምድ ያገናዘበ የምክክር አገልግሎት ለመስጠት እንዲመቻው ስለ እራሴ አንዳንድ ጥያቄዎችን ጠይቆኛል።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3.	[info] ለእኔ የሚሆኑ የቤተሰብ እቅድ አማራጮችን በተመለከተ ሙሉ መረጃ አግኝቻለሁ።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4.	[body react] የቤተሰብ እቅድ መንገዶችን ስጠቀም በሰውነቴ ውስጥ ምን ሊፈጠር እንደሚችል ተረድቻለሁ።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5.	[method use] በምክክር ወቅት የተነገሩኝን የቤተሰብ እቅድ መንገዶች እንዴት መጠቀም እንዳለብኝ ተረድቻለሁ።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6.	[enough time] አገልግሎት ሰጭው ከተነጋገርናቸው የቤተሰብ እቅድ መንገዶች መካከል እንድመርጥ በቂ ጊዜ ሰጥቶኛል።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7.	[express self] ጥያቄ እንድጠይቅ እና የሚያሳስቡኝን ጉዳዮች እንዳብራራ ተበረታትቻለሁ።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
8.	[no interrupt] ሌሎች ሰዎች ከአገልግሎት ሰጭው ጋር የነበረኝን ወይይት እንዳያቋርጡ/ በመሀል እንዳይገቡ አገልግሎት ሰጭው ጥረት አድርጓል።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
አክብሮት አለማሳየት እና ማጉላላት Sub-Scale (Note: the following questions have different response options)					
		አዎን	አዎን፣ በጥርጣሬ	አይደለም፣ በጥርጣሬ	አይደለም
9.	[prov_insis] አገልግሎት ሰጭው የመረጠልኝን የቤተሰብ እቅድ እንድጠቀም ግፊት አድርጎብኛል።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
10.	[scold_marital] በጋብቻዬ ሁኔታ ምክንያት በአገልግሎት ሰጭው ተጉላልቻለሁ።	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

¹Note that QCC-10 item wording varies very slightly for most items when compared to the long forms of the scale. These minor adjustments were made when incorporating the QCC-10 into Performance Monitoring and Accountability (PMA) survey instruments in 2021 for the sake of parsimony. For example, the item [opinion] originally was phrased “During the contraception consultation, I was able to give my opinion about what I needed”; the first phrase was removed to shorten the item for use in PMA. None of the changes represent substantive changes to item meaning.

Scoring the QCC scale

A composite QCC score can be calculated by taking a simple mean of all QCC Scale item responses on the 4-point response scale, keeping in mind to reverse score the Disrespect and Abuse items such that agreement with the item indicates a low score (see Scale table above with response options and corresponding values). Higher scores correspond to higher report of quality of counseling.

In the validation study, each of the three Sub-Scale scores were sufficiently correlated with each other to allow for creating an overall score comprising the average of all 22 items in Mexico. Each subscale score can also stand alone as a measure of the separate subconstructs of Information Exchange, Interpersonal Relationships, or Disrespect and Abuse. Due to high skew in Disrespect and Abuse scores, we recommend those be dichotomized (by collapsing Yes/Yes with doubts/No with doubts and comparing to the highest score) when used as stand-alone measures.

References:

Reduction: Holt K, Karp C, Uttekar B, Quintero X, Gebrehanna E, Kanchan L, Zavala I. Reduction of the Quality of Contraceptive Counseling (QCC) Scale to a Short Version (QCC-10) in Ethiopia, India, and Mexico. *Contraception*. 2022 Oct 13. [10.1016/j.contraception.2022.09.128](https://doi.org/10.1016/j.contraception.2022.09.128).

Validation: Karp, C., OlaOlorun, F.M., Guiella, G., Gichangi, P., Choi, Y., Anglewicz, P. and Holt, K. (2023), Validation and Predictive Utility of a Person-Centered Quality of Contraceptive Counseling (QCC-10) Scale in Sub-Saharan Africa: A Multicountry Study of Family Planning Clients and a New Indicator for Measuring High-Quality, Rights-Based Care. *Studies in Family Planning*, 54: 119-143. <https://doi.org/10.1111/sifp.12229>.

Other QCC scale versions:

The QCC-10 scale is also available Spanish, Afan Oromo, Gujarati, and English [here](#).

Three-dimensional, long form versions of the QCC scale have also developed and validated in

- [Ethiopia \(26 items\): Amharic, Afan Oromo, English versions](#)
- [India \(23 items\): Gujarati, English versions](#)
- [Mexico \(22 items\): Spanish, English versions](#)