

Quality of Contraceptive Counseling Short Scale (QCC-10): English version Instrument and Scoring

Instructions to be read by interviewer administering the scale: "Please think about the interaction that you just had with a health care provider about contraception options. According to this specific experience, answer the following series of questions. I will read these questions in first person, for example, I will say: "I felt comfortable during today's visit..."; respond according to the experience you just had (not prior experiences). The response options for this first part are completely agree, agree, disagree, completely disagree."¹

QCC-10 Scale					
	Item	Completely agree	Agree	Disagree	Completely disagree
1.	[opinion] I was able to give my opinion about what I needed.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2.	[personal] The provider asked me questions to provide counseling that fit me personally.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3.	[info] I received all the information I wanted to know about my options for contraceptive methods.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4.	[body_react] I understand how my body might react to using contraception.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5.	[method_use] I understand how to use method(s) we talked about during the consultation.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6.	[enough_time] The provider gave me the time to consider the contraceptive options.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7.	[express_self] I felt encouraged to ask questions and express my concerns.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
8.	[no_interrupt] The provider tried to ensure there were no interruptions during our session.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
(Note: the following questions have different response options)					
		No	No, with doubts	Yes, with doubts	Yes
9.	[prov_insist] I felt pressured by the provider to use the method they wanted me to use.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
10.	[scold_marital] I felt scolded because of my marital status.	<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, Uttakar 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 Amharic, Afan Oromo, Gujarati, and Spanish [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](#)