

Ethiopia Quality of Contraceptive Counseling Scale (QCC-Ethiopia), 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."

Information Exchange Sub-Scale					
	Item	Completely agree	Agree	Disagree	Completely disagree
1.	[opinion] During the contraception consultation, 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 personal questions in order to provide counseling that fit my personal experience.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3.	[info] I received complete information about my options for contraceptive methods.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4.	[explain] The provider knew how to explain contraception clearly.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5.	[opportunity] I had the opportunity to participate in the selection of a method.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6.	[sti_info] I received information about how to protect myself from sexually transmitted infections.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7.	[method_fail] I received information about what to do if a method fails (e.g., broken condom, forget a pill, forgot injection appointment, feel an IUD is poorly placed)	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
8.	[body_react] I could 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
9.	[method_use] I could understand how to use the method(s) we talked about during the consultation.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
10.	[method_stop] I received information about what to do if I wanted to stop using a method.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
11.	[method_react] The provider explained to me what to do if I had a reaction to a method (e.g., allergies, nausea, pains, menstrual changes).	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Interpersonal Relationship Sub-Scale					
12.	[info_private] I felt the information I shared with the provider was going to stay between us.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
13.	[enough_time] The provider gave me the time I needed to consider the contraceptive options we discussed.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
14.	[prov_friendly] The provider was friendly during the contraception consultation.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

15.	[prov_knows] I felt the health care provider had sufficient knowledge about contraceptive methods.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
16.	[prov_health] The provider showed interest in my health while we talked about contraception.x	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
17.	[prov_opinion] The provider was interested in my opinions.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
18.	[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
19.	[prov_listens] I felt listened to by the provider.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
20.	[no_interrupt] The provider made efforts 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
21.	[prov_insist] The health care provider insisted I use the method they wanted me to use.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
Disrespect and Abuse Sub-Scale					
22.	[prov_judge] felt the provider treated me poorly because they tend to judge people. (Clothing, age, living condition, marital status, etc.)	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
23.	[scold_age] I felt scolded because of my age.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
24.	[prov_sexlife] The provider made me feel uncomfortable because of my sex life (e.g., when I started having sex, my sexual preferences, the number of partners I have, the number of children I have).	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
25.	[prov_touched] The provider touched me or looked at me in a way that made me feel uncomfortable.	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
26.	[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

All items were adapted or translated from the original QCC-Mexico scale (Holt K, Zavala I, Quintero X, Hessler D, Langer A. Development and Validation of the Client-Reported Quality of Contraceptive Counseling Scale to Measure Quality and Fulfillment of Rights in Family Planning Programs. *Studies in Family Planning*. 2019 Jun;50(2):137-58; <https://doi.org/10.1111/sifp.12092>), Copyright 2019, All Rights Reserved.

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 26 items in Ethiopia. Each subscale score can also stand alone as a measure of the separate subconstructs of Information Exchange, Interpersonal Relationship, 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.

Other QCC scale versions:

The QCC-Ethiopia scale is also available in [Amharic and in Afan Oromo](#). Other QCC scale versions have been developed and validated in:

- [Mexico \(22 items\): Spanish, English versions](#)
- [India \(23 items\): Gujarati, English versions](#)

A shorter version of the QCC scale ([the QCC-10](#)) is also available in English, Amharic, AO, Gujarati, and Spanish.

QCC-Ethiopia validation citation: Holt K, Gebrehanna E, Sarnaik S, Kanchan L, Reed R, Yesuf A, et al. (2023) Adaptation and validation of the quality of contraceptive counseling (QCC) scale for use in Ethiopia and India. PLoS ONE 18(3): e0283925. <https://doi.org/10.1371/journal.pone.0283925>