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Family Planning Quality of Care in Social Franchising

Bellagio Center Conference, October 13-15, 2015

Experts including family planning providers, academics, global policy leaders, researchers, and donor agencies gathered at the Rockefeller Foundation conference facilities in Bellagio, Italy to agree on how to advance towards a common measure of the quality of family planning service provision.



The Need

There are multiple survey tools in common use to measure aspects of family planning quality. Some are national (SPA, SARA, QIQ, etc.), many are program-specific (such as COPE and many measures unique to PSI, MSI, SafeCare, and other service provision organizations). But none of these tools produce a standardized, agreed on, measure of quality.

Over the past 40 years the landscape of family planning has evolved dramatically, driven by growing attention to women-centered care, patient rights, and the value of information and client engagement. Quality is a multi-faceted concept and as a result often elusive in practice, or difficult to define. The global community is currently advancing the larger family planning initiative through collaborative efforts in FP2020. This has generated tremendous new attention to family planning, and a distinct opportunity to create a common, widely applied measure of family planning quality.

The Outcome

The Bellagio experts agreed that what is needed is a simple, validated, agreed-upon, set of measures that produce a common scale of family planning quality. The measures, and the scale that results, should meet four key criteria. The measures should:

1. Mean the same thing in different facilities in different countries.
2. Predict quality outcomes.
3. Be easy to collect, easy to understand, and affordable.
4. Be able to be benchmarked to national results.



Next Steps

1. MSI, PSI IPPF, and SafeCare will share their current family planning quality supervision survey tools with UCSF.
2. UCSF will identify the common indicators in the NGO tools, as well as those found in national family planning quality surveys.
3. The NGOs will collect and extract those common measures from their current quality survey data for 2016.
4. Metrics for Management and Abt Associates have committed funding and researchers to conduct exit surveys of family planning clients and follow-up surveys to measure discontinuation rates in PSI/Uganda, MSI/Pakistan and IPPF/Pakistan.
5. Population Council and Metrics for Management will analyze the exit interview results alongside the common quality measures to determine correlation with family planning outcomes.
6. *A book summarizing the background papers and discussions of the Bellagio meeting will be published in the coming year.*

BELLAGIO MEETING PARTICIPANTS

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