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Subject: Person centered maternity care indicator  
Posted by [Beth.phillips](#) on Fri, 15 Feb 2019 17:24:56 GMT  
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The person-centered maternity care (PCMC) scale assesses the level of person-centered care received during a woman's recent facility-based childbirth based on her responses to a set of questions. The indicator contains 31 questions total with a 30-item validated scale in Kenya and 27-item validated scale in India. (2,3) Designed to specifically understand the quality of PCMC that a respondent receives during her facility-based childbirth, the indicator questions group under 3 person-centered domains: dignity and respect, communication and autonomy, and supportive care (which include questions on social and emotional support, and the health facility environment).

The PCMC indicator will facilitate measurement across diverse settings to compare women's experiences of maternity care and to inform and evaluate quality improvement efforts to promote comprehensive PCMC. Annually, over 300,000 women die of pregnancy and childbirth-related complications. Nearly all of these deaths happen in low- and middle-income countries (LMICs). (5) Poor quality of PCMC is increasingly documented as a driving factor of high maternal mortality, newborn complications, and low rates of facility-based deliveries. As a key dimension of quality of care, PCMC includes system and provider responsiveness, patient-provider communication, and interpersonal treatment. PCMC represents care that is respectful of and responsive to the preferences, needs, and values of the individual woman and her family's. PCMC also encompasses Respectful Maternity Care (RMC), which is a rising issue of global concern. Additionally, PCMC represents a paradigm shift beyond mistreatment/disrespect and abuse towards a broader focus on person-centered (patient-centered, woman-centered, or people-centered) care.

Supporting materials, including the scale items, priority ranking, indicator calculation and references, are attached with this post.

### File Attachments

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- 1) [PCMC indicator calculation\\_DHS\\_07Feb2019.docx](#), downloaded 298 times
  - 2) [TemplateforRequests\\_DHS8\\_PCMC\\_15Feb2019.docx](#), downloaded 330 times
  - 3) [PCMC\\_indicator\\_questions\\_DHSv4.xlsx](#), downloaded 286 times
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