

Population Service International Commitment



Narrative:

PSI is a network of locally rooted, globally connected organizations working to ensure people have access to quality, affordable care wherever and whenever it is needed. For more than 50 years, PSI has advanced access to sexual and reproductive health and rights so that women and girls have the freedom and ability to lead healthy lives and participate as equals in society. Today, PSI works with the public and private sectors as well as local communities, prioritizing people's voice and choice and developing solutions to meet their essential health needs.

By 2030, PSI will innovate and scale person-centered solutions that enable 100 million people to make full, free, and informed sexual and reproductive health choices throughout their life course.

We will hold ourselves accountable to this commitment by measuring and acting on client experience of care throughout PSI's global network and strategic partnerships.

PSI affirms that:

- Access to person-centered SRHR health care is a fundamental right, one that is integral for safeguarding and advancing sexual and reproductive empowerment and autonomy,
- Person-centered SRH health care is instrumentally important for improving healthcare utilization and health outcomes, and
- Measurement of and accountability to client experience of care is fundamental to building person-centered health systems.

To expand access to person-centered care, PSI will:

- Partner to accelerate implementation of person-centered SRHR delivery models, reaching 100 million people.
- Support healthcare systems to integrate routine monitoring and accountability mechanisms for person-centered care.
- Support development and adoption of policies to expand person-centered SRH care.

To advance measurement of client experience of care, PSI will:

- Develop, test, validate and integrate new indicators of client experience with a focus on measurement in the context of routine programming.
- Develop measures specific to private sector healthcare clients, adolescents and youth, and for self-care including digitally-enhanced health solutions.

Outcomes:

1. PSI will partner to accelerate implementation of person-centered SRHR delivery models, reaching 100 million people
2. PSI will develop, test, validate and integrate new indicators of client experience