EuroHealth Consumer Index 2017

Health Consumer Powerhouse

Euro Health Consumer Index at a glance:

Winner: Netherlands
Runner-up: Switzerland
Third place: Denmark

Sub-disciplines:

Patient rights and information:
Netherlands, Norway

Accessibility:
Slovakia, Switzerland

Outcomes :
Finland, Norway
NL, Norway, Switzerland

Range and reach of services
Netherlands, Sweden

Prevention :
Norway

Pharmaceuticals :
Germany, Netherlands

= Good (3)

= Intermediary (2)

= Not-so-good (1)

n.a. = data not available (1)

n.ap. = not applicable (2)

= abortion illegal/restricted

Cyprus has not been scored, as it has more healthcare paid out-of-pocket than publicly financed. This will hopefully change in 2018, as parliament passed a law for universal health coverage in June 2017.

For more info please visit:

www.healthpowerhouse.com

Sub-discipline	Indicator	Albania	Austria	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	FYR Macedonia	Germany	Greece	Hungary	Iceland	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Montenegro	Netherlands	Norway	Poland	Portugal	Romania	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	United Kingdom
1. Patient rights and information	1.2 Patient org:s involved decision making	🡻	🡺	🡺	🡼	🡼		🡼	🡼	🡺	🡼	🡺	🡻	🡺	🡻	🡻	🡺	🡼	🡺	🡺	🡺	🡺	🡺	🡻	🡺	🡺	🡼	🡺	🡼	🡺	🡺	🡺	🡼	🡼	🡺	🡺
	1.4 Right to second opinion	🡺	🡺	🡼	🡻	🡼		🡻	🡼	🡼	🡻	🡼	🡺	🡺	🡻	🡼	🡺	🡻	🡻	🡻	🡼	🡺	🡺	🡺	🡺	🡺	🡼	🡺	🡻	🡼	🡺	🡼	🡼	🡼	🡺	🡼
	1.5 Access to own medical record	🡺	🡺	🡺	🡼	🡺		🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡼	🡺	🡼	🡼	🡺	🡺	🡺	🡺	🡼	🡺	🡺	🡺	🡺	🡼	🡼	🡺	🡺	🡼	🡼	🡼	🡺	🡼
	1.6 Registry of *bona fide* doctors	🡺	🡺	🡺	🡼	🡼		🡼	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡻	🡺	🡻	🡼	🡺	🡺	🡺	🡺	🡻	🡺	🡺	🡺	🡺	🡼	🡺	🡺	🡺	🡻	🡼	🡺	🡺
	1.7 Web or 24/7 telephone HC info	🡻	🡺	🡼	🡻	🡼		🡺	🡺	🡺	🡺	🡺	🡺	🡼	🡻	🡼	🡺	🡼	🡼	🡺	🡺	🡻	🡼	🡻	🡺	🡺	🡼	🡺	🡼	🡺	🡺	🡼	🡺	🡺	🡺	🡺
	1.8 Cross-border care financed from home	n.ap.	🡺	🡺	🡼	🡼		🡼	🡺	🡼	🡺	n.a.	n.ap.	🡼	🡼	🡼	🡺	🡼	🡼	🡼	n.a.	🡺	🡺	n.ap.	🡺	🡺	🡼	n.a.	🡼	n.ap.	🡺	🡺	🡼	🡺	n.ap.	🡼
	1.9 Provider catalogue with quality ranking	🡺	🡼	🡼	🡻	🡼		🡻	🡺	🡼	🡼	🡺	🡺	🡺	🡻	🡻	n.ap.	🡼	🡼	🡺	🡺	n.ap.	n.ap.	🡻	🡺	🡺	🡻	🡼	🡻	🡼	🡺	🡻	🡻	🡺	🡺	🡺
	1.10 Patient records e-accessible	🡻	🡺	🡼	🡺	🡺		🡼	🡺	🡺	🡺	🡺	🡺	🡺	🡻	🡼	🡺	🡺	🡼	🡺	🡻	🡺	🡻	🡺	🡺	🡺	🡻	🡻	🡼	🡺	🡺	🡺	🡼	🡺	🡺	🡺
	1.11 On-line booking of appointments?	🡺	🡼	🡺	🡻	🡼		🡼	🡺	🡺	🡺	🡺	🡺	🡼	🡻	🡺	🡺	🡻	🡼	🡼	🡺	🡺	🡻	🡺	🡺	🡺	🡼	🡻	🡺	🡼	🡺	🡼	🡺	🡺	🡼	🡺
	1.12 e-prescriptions	🡻	🡼	🡼	🡻	🡺		🡻	🡺	🡺	🡺	🡻	🡼	🡼	🡻	🡼	🡺	🡼	🡼	🡺	🡺	🡻	🡼	🡺	🡺	🡺	🡻	🡺	🡺	🡼	🡻	🡺	🡺	🡺	🡺	🡺
	Subdiscipline weighted score	88	113	104	67	96	0	79	117	113	108	104	108	108	58	79	117	75	88	104	104	104	88	88	125	125	79	108	71	104	113	108	88	113	117	113
2. Accessibility (waiting times for treatment)	2.1 Family doctor same day access	🡺	🡺	🡺	🡺	🡺		🡺	🡺	🡼	🡻	🡺	🡺	🡼	🡻	🡺	🡻	🡼	🡺	🡼	🡻	🡺	🡺	🡺	🡺	🡼	🡼	🡼	🡼	🡺	🡺	🡺	🡼	🡻	🡺	🡻
	2.2 Direct access to specialist	🡺	🡺	🡺	🡻	🡻		🡼	🡻	🡻	🡻	🡼	🡼	🡺	🡺	🡼	🡺	🡻	🡼	🡺	🡼	🡺	🡼	🡺	🡻	🡻	🡻	🡼	🡻	🡻	🡼	🡺	🡼	🡻	🡺	🡻
	2.3 Major elective surgery <90 days	🡺	🡼	🡺	🡺	🡻		🡼	🡺	🡻	🡼	🡺	🡺	🡺	🡻	🡼	🡻	🡻	🡼	🡻	🡼	🡺	🡻	🡺	🡺	🡻	🡼	🡼	🡼	🡼	🡻	🡺	🡻	🡼	🡺	🡻
	2.4 Cancer therapy < 21 days	🡼	🡺	🡺	🡼	🡼		🡼	🡺	🡺	🡺	🡺	🡺	🡺	🡻	🡻	🡺	🡻	🡼	🡼	🡺	🡺	🡺	🡺	🡺	🡼	🡻	🡺	🡻	🡺	🡼	🡼	🡻	🡺	🡼
	2.5 CT scan < 7days	🡺	🡼	🡺	🡼	🡻		🡺	🡺	🡺	🡺	🡼	🡼	🡼	🡼	🡻	🡺	🡻	🡻	🡻	🡼	🡺	🡻	🡺	🡺	🡻	🡻	🡻	🡻	🡺	🡺	🡼	🡻	🡼	🡺	🡼
	2.6 A&E waiting times	🡺	🡼	🡼	🡺	🡺		🡺	🡼	🡺	🡼	🡼	🡺	🡼	🡼	🡼	🡺	🡻	🡼	🡻	🡼	🡼	🡼	🡺	🡺	🡺	🡺	🡼	🡼	🡺	🡺	🡺	🡼	🡻	🡺	🡻
	Subdiscipline weighted score	213	188	213	175	138	0	188	188	163	150	188	200	188	125	138	175	88	150	138	138	213	150	200	200	125	125	138	113	200	225	163	113	113	225	100
3. Outcomes	3.1 30-day Case Fatality for AMI	🡻	🡼	🡼	🡺	🡻		🡼	🡺	🡻	🡺	🡺	🡼	🡼	🡼	🡻	🡺	🡼	🡺	🡺	🡻	🡼	🡼	🡻	🡺	🡺	🡺	🡼	🡼	🡼	🡼	🡼	🡼	🡺	🡺	🡼
	3.2 30-day Case Fatality for stroke	🡼	🡺	🡼	🡻	🡼		🡼	🡺	🡼	🡺	🡺	🡻	🡺	🡺	🡼	🡼	🡼	🡺	🡻	🡻	🡼	🡼	🡼	🡺	🡺	🡼	🡼	🡼	🡼	🡼	🡻	🡼	🡺	🡺	🡼
	3.3 Infant deaths	🡻	🡼	🡼	🡻	🡻		🡺	🡼	🡺	🡺	🡼	🡻	🡼	🡺	🡼	🡺	🡼	🡼	🡼	🡼	🡺	🡻	🡼	🡺	🡺	🡼	🡺	🡻	🡻	🡻	🡺	🡺	🡺	🡼	🡼
	3.4 Cancer survival	🡻	🡺	🡼	🡻	🡻		🡼	🡼	🡼	🡺	🡺	🡻	🡺	🡻	🡻	🡺	🡺	🡼	🡻	🡻	🡺	🡼	🡻	🡺	🡺	🡻	🡼	🡻	🡻	🡼	🡼	🡺	🡺	🡺	🡼
	3.5 Loss of life years due to death before 65	🡺	🡺	🡺	🡻	🡼		🡺	🡺	🡼	🡺	🡺	🡼	🡺	🡺	🡼	🡺	🡺	🡺	🡻	🡻	🡺	🡺	🡼	🡺	🡺	🡼	🡺	🡻	🡼	🡼	🡺	🡺	🡺	🡺	🡺
	3.6 MRSA infections	🡻	🡼	🡼	🡼	🡻		🡼	🡺	🡺	🡺	🡼	🡻	🡼	🡻	🡻	🡺	🡼	🡻	🡼	🡼	🡼	🡻	n.a.	🡺	🡺	🡼	🡻	🡻	🡻	🡻	🡼	🡻	🡺	🡼	🡼
	3.7 Abortion rates	🡺	🡻	🡺	🡻	🡺		🡺	🡼	🡻	🡺	🡼	🡼	🡺	🡺	🡻	🡼	🡻	🡺	🡼	🡺	n.a.	🡻	🡺	🡼	🡻	🡻	🡺	🡻	🡼	🡺	🡼	🡻	🡺	🡺	🡼
	3.8 Depression	🡻	🡼	🡼	🡼	🡼		🡼	🡺	🡼	🡺	🡼	🡻	🡺	🡻	🡼	🡺	🡺	🡻	🡻	🡻	🡺	🡼	n.a.	🡺	🡺	🡼	🡼	🡻	🡺	🡼	🡼	🡼	🡺	🡺	🡼
	3.9 % of diabetes patients with HbA1c <7	n.a.	🡺	🡺	🡼	🡺		n.a.	🡺	n.a.	🡼	🡺	n.a.	🡺	n.a.	🡼	n.a.	🡼	🡻	🡺	n.a.	🡺	🡼	n.a.	🡺	🡺	n.a.	🡺	🡻	n.a.	🡼	n.a.	🡺	🡺	🡺	🡺
	Subdiscipline weighted score	156	233	233	156	178	0	222	267	189	289	256	133	267	200	156	256	211	211	156	144	244	167	156	278	289	167	233	122	167	189	211	222	278	278	222
4. Range and reach of services provided	4.1 Equity of healthcare systems	🡻	🡼	🡼	🡻	🡺		🡺	🡺	🡼	🡼	🡼	🡻	🡼	🡻	🡻	🡺	🡻	🡼	🡻	🡻	🡺	🡻	🡻	🡺	🡺	🡼	🡻	🡻	🡻	🡼	🡼	🡼	🡺	🡺	🡺
	4.2 Cataract operations per 100 000, 65+	n.a.	🡺	🡺	🡻	🡼		🡺	🡺	🡺	🡺	🡺	🡼	🡼	🡺	🡻	🡺	🡻	🡼	🡼	🡼	🡺	🡺	n.a.	🡺	🡼	🡻	🡺	🡻	🡻	🡻	🡼	🡼	🡺	🡼	🡼
	4.3 Kidney transplants per million pop.	🡻	🡺	🡺	🡻	🡺		🡺	🡺	🡼	🡺	🡺	🡻	🡻	🡻	🡼	🡺	🡼	🡼	🡻	🡼	🡺	🡺	🡻	🡺	🡺	🡻	🡺	🡻	🡻	🡻	🡻	🡺	🡺	🡼	🡺
	4.4 Dental care in public healthcare?	🡻	🡺	🡺	🡼	🡺		🡺	🡺	🡼	🡺	🡼	🡺	🡺	🡻	🡻	🡼	🡼	🡼	🡻	🡺	🡺	🡺	🡼	🡺	🡺	🡺	🡺	🡼	🡼	🡺	🡺	🡼	🡺	🡺	🡺
	4.5 Informal payments to doctors	🡻	🡺	🡺	🡻	🡻		🡼	🡺	🡼	🡺	🡼	🡺	🡺	🡻	🡻	🡺	🡺	🡼	🡻	🡻	🡺	🡺	🡻	🡺	🡺	🡼	🡺	🡻	🡻	🡻	🡼	🡺	🡺	🡺	🡺
	4.6 Long term care for the elderly	🡻	🡼	🡺	🡻	🡻		🡼	🡼	🡼	🡺	🡺	🡻	🡺	🡻	🡼	🡺	🡼	🡻	🡻	🡼	🡺	🡺	n.a.	🡺	🡼	🡻	🡼	🡻	🡻	🡺	🡺	🡼	🡺	🡺	🡼
	4.7 % of dialysis done outside of clinic	🡻	🡼	🡼	🡻	🡼		🡼	🡺	🡼	🡺	🡻	🡻	🡻	🡻	🡼	🡺	🡼	🡼	🡺	🡻	n.a.	🡺	🡻	🡺	🡺	🡻	🡻	🡼	🡼	🡻	🡻	🡼	🡺	🡻	🡺
	4.8 Caesarean sections	🡻	🡼	🡺	🡻	🡺		🡼	🡺	🡼	🡺	🡺	🡼	🡻	🡻	🡻	🡺	🡼	🡻	🡺	🡺	🡼	🡻	🡼	🡺	🡺	🡻	🡻	🡻	🡼	🡼	🡺	🡼	🡺	🡻	🡼
	Subdiscipline weighted score	42	104	115	47	94	0	104	120	89	120	99	63	83	52	78	115	78	73	68	78	109	104	52	125	115	63	89	52	57	73	89	94	125	94	109
5. Prevention	5.1 Infant 8-disease vaccination	🡺	🡺	🡺	🡼	🡼		🡺	🡼	🡼	🡺	🡼	🡼	🡼	🡺	🡺	🡼	🡼	🡺	🡺	🡼	🡺	🡼	🡻	🡼	🡺	🡺	🡺	🡻	🡼	🡺	🡼	🡺	🡼	🡻	🡺
	5.2 Blood pressure	🡻	🡺	🡺	🡻	🡻		🡻	🡼	🡻	🡼	🡼	🡻	🡼	🡺	🡻	🡺	🡺	🡼	🡻	🡻	🡼	🡼	🡻	🡺	🡺	🡻	🡼	🡻	🡻	🡻	🡻	🡺	🡼	🡺	🡺
	5.3 Smoking Prevention	🡻	🡻	🡺	🡻	🡻		🡼	🡼	🡼	🡺	🡺	🡻	🡼	🡻	🡼	🡺	🡺	🡼	🡼	🡼	🡼	🡼	🡻	🡺	🡺	🡼	🡺	🡼	🡻	🡼	🡻	🡼	🡺	🡼	🡺
	5.4 Alcohol	🡺	🡻	🡻	🡻	🡻		🡻	🡼	🡻	🡼	🡻	🡺	🡻	🡼	🡻	🡺	🡻	🡺	🡼	🡻	🡼	🡼	🡺	🡼	🡺	🡼	🡼	🡻	🡼	🡼	🡼	🡼	🡺	🡼	🡻
	5.5 Physical activity	n.a.	🡺	🡼	🡻	🡻		🡻	🡼	🡼	🡻	🡺	🡺	🡺	🡻	🡺	🡼	🡻	🡼	🡻	🡻	🡺	🡼	🡼	🡻	🡺	🡺	🡺	🡻	🡺	🡻	🡺	🡼	🡻	🡺	🡺
	5.6 HPV vaccination	🡻	🡺	🡼	🡺	🡺		🡺	🡺	🡺	🡼	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡺	🡻	🡺	🡺	🡺	🡺	🡺	🡺	🡺
	5.7 Traffic deaths	🡻	🡺	🡼	🡼	🡼		🡼	🡺	🡼	🡺	🡼	🡺	🡺	🡻	🡼	🡺	🡺	🡼	🡻	🡻	🡺	🡺	🡼	🡺	🡺	🡼	🡼	🡻	🡺	🡼	🡼	🡺	🡺	🡺	🡺
	Subdiscipline weighted score	65	101	95	65	65	0	77	95	77	101	95	89	101	83	89	113	95	101	77	65	107	95	77	107	119	95	107	48	89	83	83	107	101	101	113
6. Pharmaceuticals	6.1 Rx subsidy	🡻	🡼	🡼	🡻	🡺		🡼	🡻	🡼	🡼	🡺	🡺	🡺	🡼	🡻	🡼	🡺	🡻	🡻	🡻	🡺	🡻	🡼	🡺	🡼	🡻	🡼	🡻	🡻	🡺	🡼	🡺	🡼	🡺	🡺
	6.3 Novel cancer drugs deployment rate	n.a.	🡺	🡺	🡻	🡻		🡼	🡼	🡼	🡺	🡺	n.a.	🡺	🡻	🡻	🡺	🡺	🡼	🡻	🡻	🡺	n.a.	🡻	🡼	🡼	🡻	🡼	🡻	🡻	🡼	🡼	🡼	🡼	🡺	🡻
	6.4 Access to new drugs (time to subsidy)	🡻	🡺	🡻	n.a.	n.a.		🡻	🡼	🡻	🡼	🡼	n.a.	🡺	🡼	🡻	n.a.	🡼	🡻	n.a.	n.a.	🡻	n.a.	🡻	🡼	🡼	🡺	🡼	🡻	🡼	🡼	🡼	🡻	🡼	🡼	🡺
	6.5 Arthritis drugs	n.a.	🡻	🡺	🡻	🡻		🡻	🡺	🡻	🡺	🡺	n.a.	🡼	🡻	🡻	🡻	🡺	🡼	🡻	🡻	🡼	n.a.	🡻	🡺	🡺	🡻	🡼	🡻	🡼	🡼	🡼	🡼	🡺	🡼	🡺
	6.6 Statin use	n.a.	🡼	🡺	🡻	🡻		🡼	🡺	🡼	🡼	🡺	🡼	🡼	🡼	🡻	n.a.	🡼	🡼	🡻	🡻	🡺	n.a.	🡼	🡺	🡺	🡼	🡼	🡺	🡼	🡻	🡼	🡺	🡼	🡼	🡼
	6.7 Antibiotics/capita	n.a.	🡺	🡻	🡼	🡼		🡼	🡺	🡺	🡼	🡻	🡼	🡺	🡻	🡺	🡼	🡼	🡻	🡺	🡺	🡻	🡼	🡼	🡺	🡺	🡼	🡼	🡻	🡼	🡼	🡺	🡼	🡺	🡺	🡼
	Subdiscipline weighted score	33	78	72	39	50	0	56	78	61	78	83	56	89	50	44	56	83	50	44	44	72	39	50	89	78	56	72	33	56	67	72	72	78	83	78
	Total score	596	816	832	548	620	xx	726	864	691	846	825	649	836	569	584	830	630	673	587	574	850	642	623	924	850	584	747	439	673	749	726	695	807	898	735
	Rank	27	11	8	33	26	xx	16	3	19	6	10	22	7	32	29	9	24	20	28	31	4	23	25	1	4	29	14	34	20	13	16	18	12	2	15

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