



Health Consumer  
Powerhouse

**Why the Netherlands ranks  
the best in the Euro Health  
Consumer Index**

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HCP

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# sumer Index 2009

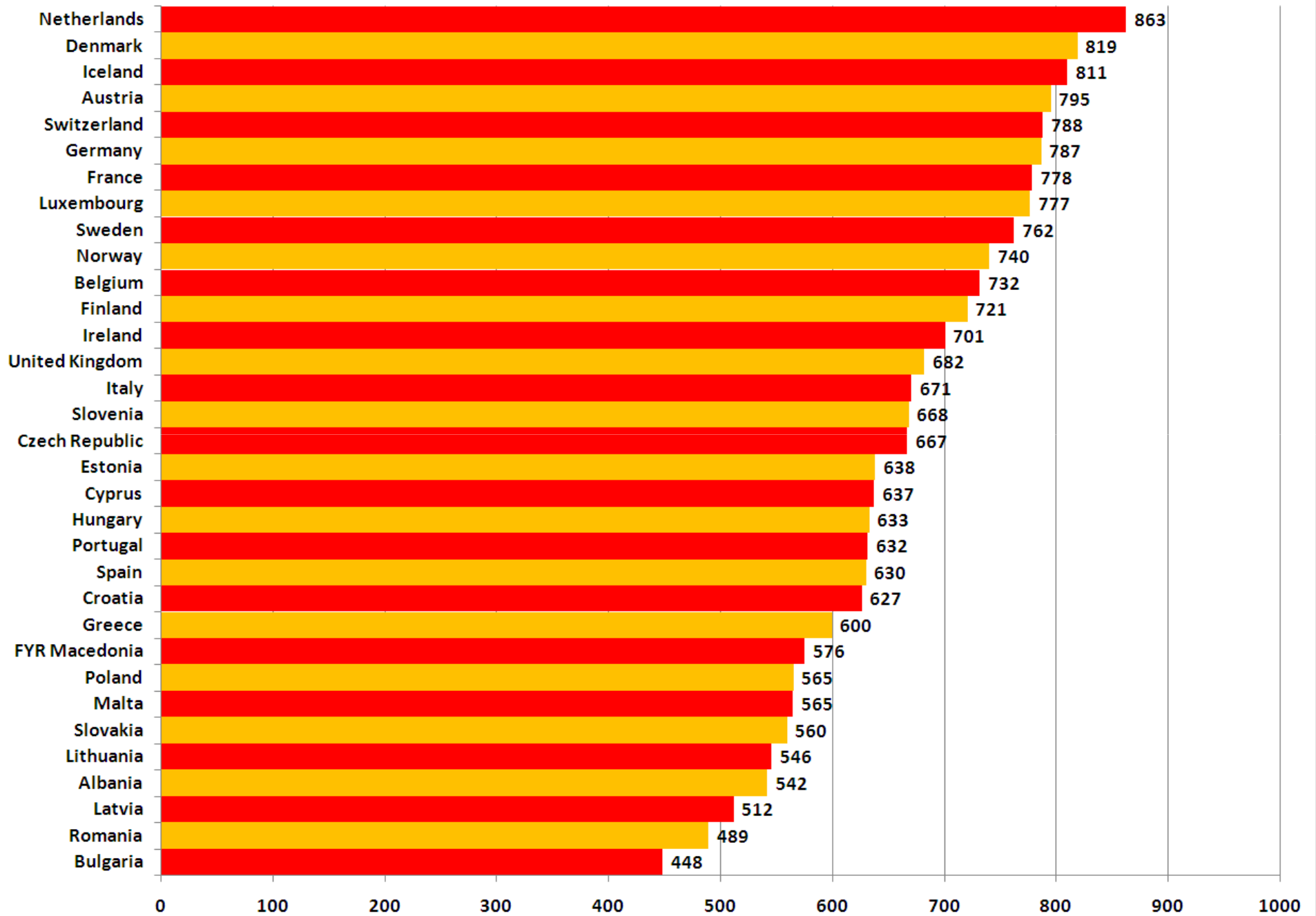
INDICATOR	Albania	Austria	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	FYR Macedonia	Germany	Greece	Hungary	Iceland	Ireland
1.1 Healthcare law based on Patients' Rights	●	●	●	○	●	●	○	●	●	●	●	●	○	●	●	●	○
1.2 Patient organisations involved in decision making	○	○	●	○	●	○	○	●	●	○	●	○	●	○	●	○	○
1.3 No-fault malpractice insurance	○	●	○	○	○	○	○	●	○	●	○	○	○	○	○	○	○
1.4 Right to second opinion	●	●	●	○	●	○	○	●	●	○	●	○	●	●	●	●	●
1.5 Access to own medical record	●	●	●	○	●	○	○	●	○	●	●	●	●	○	●	●	○
1.6 Register of legit doctors	●	●	●	●	○	●	○	●	●	●	●	○	○	○	●	●	●
1.7 Web or 24/7 telephone HC info	○	●	○	○	○	○	○	●	●	●	○	○	○	○	○	●	○
1.8 Cross-border care seeking	n.ap.	○	○	○	n.ap.	○	○	●	○	○	○	n.ap.	○	○	○	n.ap.	○
1.9 Provider catalogue with quality ranking	○	○	○	○	○	○	○	●	○	○	○	○	●	○	○	○	○
<b>Subdiscipline weighted score</b>	<b>117</b>	<b>149</b>	<b>130</b>	<b>84</b>	<b>117</b>	<b>110</b>	<b>84</b>	<b>175</b>	<b>130</b>	<b>143</b>	<b>143</b>	<b>110</b>	<b>123</b>	<b>84</b>	<b>136</b>	<b>143</b>	<b>110</b>
2.1 EPR penetration	○	○	○	●	●	○	○	●	○	○	○	●	●	○	●	●	○
2.2 e-transfer of medical data between professionals	○	○	○	○	●	●	○	●	○	●	○	○	○	○	○	●	●
2.3 Lab test results direct to <i>patients</i> via e-health?	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
2.4 On-line booking of appointments?	○	○	○	○	●	○	○	○	○	○	○	○	○	○	○	○	○
2.5 On-line access to personal care costs (by insurers)	n.ap.	●	●	●	n.ap.	○	●	n.ap.	n.ap.	n.ap.	○	n.ap.	○	○	●	n.ap.	n.ap.
2.6 e-prescriptions	○	○	○	○	○	○	○	●	○	○	○	○	○	○	○	●	○
<b>Subdiscipline weighted score</b>	<b>29</b>	<b>50</b>	<b>38</b>	<b>42</b>	<b>54</b>	<b>38</b>	<b>38</b>	<b>63</b>	<b>46</b>	<b>50</b>	<b>33</b>	<b>50</b>	<b>38</b>	<b>25</b>	<b>46</b>	<b>54</b>	<b>42</b>
3.1 Family doctor same day access	●	●	●	●	●	○	●	○	○	○	●	●	○	○	○	○	●
3.2 Direct access to specialist	●	●	●	○	○	●	○	○	○	○	○	○	●	●	○	●	○
3.3 Major non-acute operations <90 days	●	○	●	○	○	○	○	○	○	○	●	●	●	○	○	○	○
3.4 Cancer therapy < 21 days	●	○	●	○	○	●	○	○	○	○	●	○	●	○	○	●	○
3.5 CT scan < 7days	○	●	○	○	○	○	○	○	○	○	○	○	●	○	●	●	○



# EHCI 2009 sub-disciplines

<b>Sub-discipline</b>	<b>Weight</b> (points out of 1000 for full score)	<b>Winner(s)</b>
Patient rights and information	<b>175</b>	<b>Denmark (175!)</b>
e-Health	<b>75</b>	<b>Portugal</b>
Waiting times / Access	<b>200</b>	<b>Albania, Belgium, Germany, Switzerland</b>
Outcomes	<b>250</b>	<b>Sweden (250!)</b>
Range & Reach of services provided	<b>150</b>	<b>Belgium, Luxembourg, Sweden</b>
Pharmaceuticals	<b>150</b>	<b>Denmark, Netherlands</b>

## Total scores in Euro Health Consumer Index 2009



# The BEST Healthcare system in Europe?

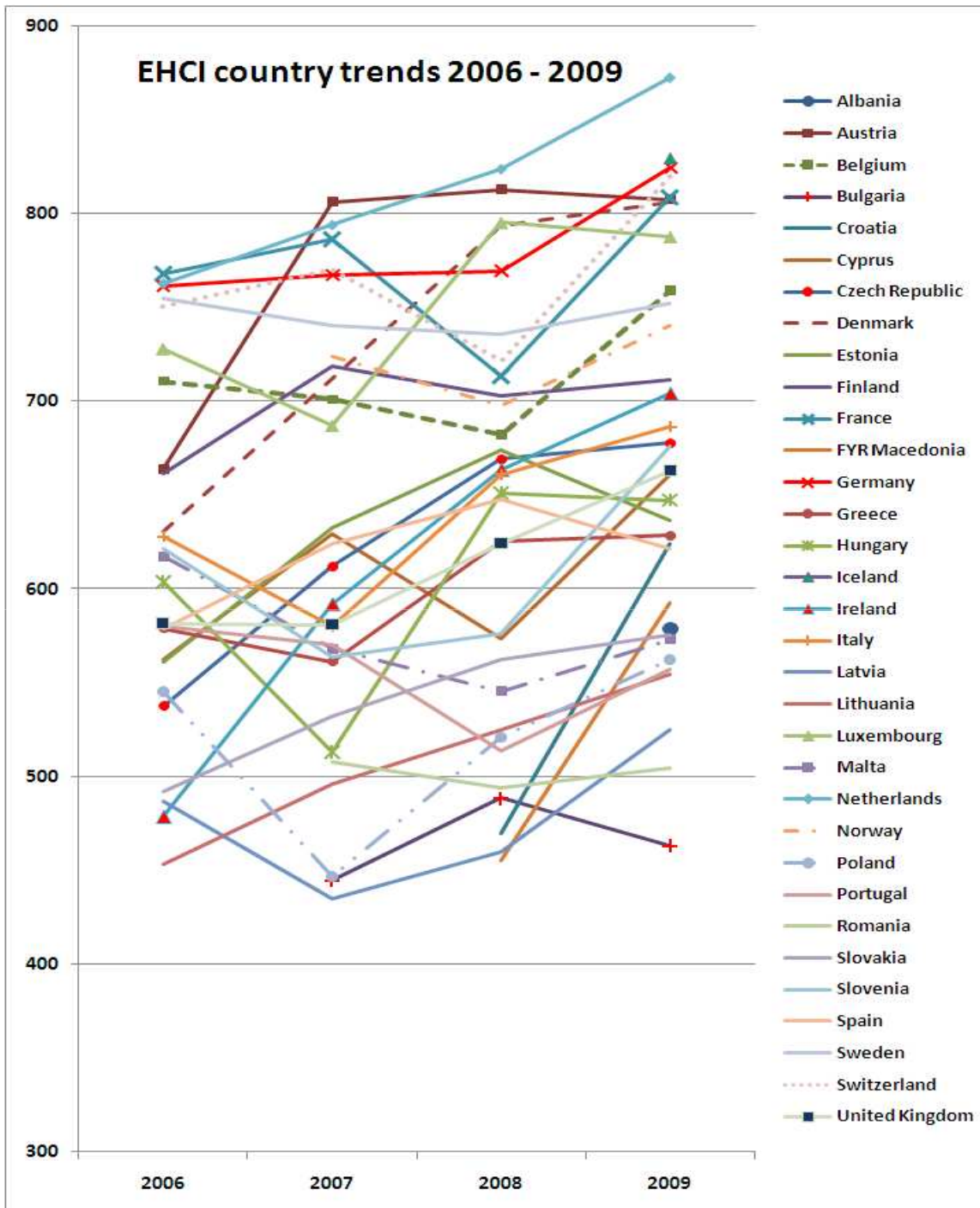
- ✔ Since 2005, in any Index the HCP has designed, The Netherlands are unique;
- ✔ The NL is the only country consistently appearing in the top whatever the HCP tries to measure!
- ✔ Record victory margin in 2009: 44 points!
- ✔ **The Netherlands – the Best healthcare system in Europe?**





# Netherlands: Not really outstanding in any sub-discipline – still superior!

Sub-discipline	Albania	Austria	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	FYR Macedonia	Germany	Greece	Hungary	Iceland	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	Switzerland	United Kingdom
1. Patient rights and information	117	149	130	84	117	110	84	175	130	143	143	110	123	84	136	143	110	110	91	136	136	97	162	136	117	110	91	104	149	84	117	136	123
2. e-Health	29	50	38	42	54	38	38	63	46	50	33	50	38	25	46	54	42	33	29	38	38	29	63	50	38	67	25	29	38	42	54	46	54
3. Waiting times	187	173	187	120	120	160	133	120	120	93	173	160	187	147	147	173	120	120	120	120	173	120	147	107	107	80	120	133	120	93	93	187	80
4. Outcomes	95	190	155	95	143	155	190	202	143	226	202	107	214	190	119	226	202	214	131	131	202	131	226	226	131	131	107	95	155	179	250	214	179
5. Range and reach of services	64	107	136	57	93	100	121	121	100	121	114	86	100	79	86	114	114	93	79	71	136	100	129	121	86	107	71	86	107	107	136	93	121
6. Pharmaceuticals	50	125	88	50	100	75	100	138	100	88	113	63	125	75	100	100	113	100	63	50	75	88	138	100	88	100	75	113	100	125	113	113	125
Total score	542	795	732	448	627	637	667	819	638	721	778	576	787	600	633	811	701	671	512	546	777	565	863	740	565	632	489	560	668	630	762	788	682
Rank	30	4	11	33	23	19	17	2	18	12	7	25	6	24	20	3	13	15	31	29	8	26	1	10	26	21	32	28	16	22	9	5	14



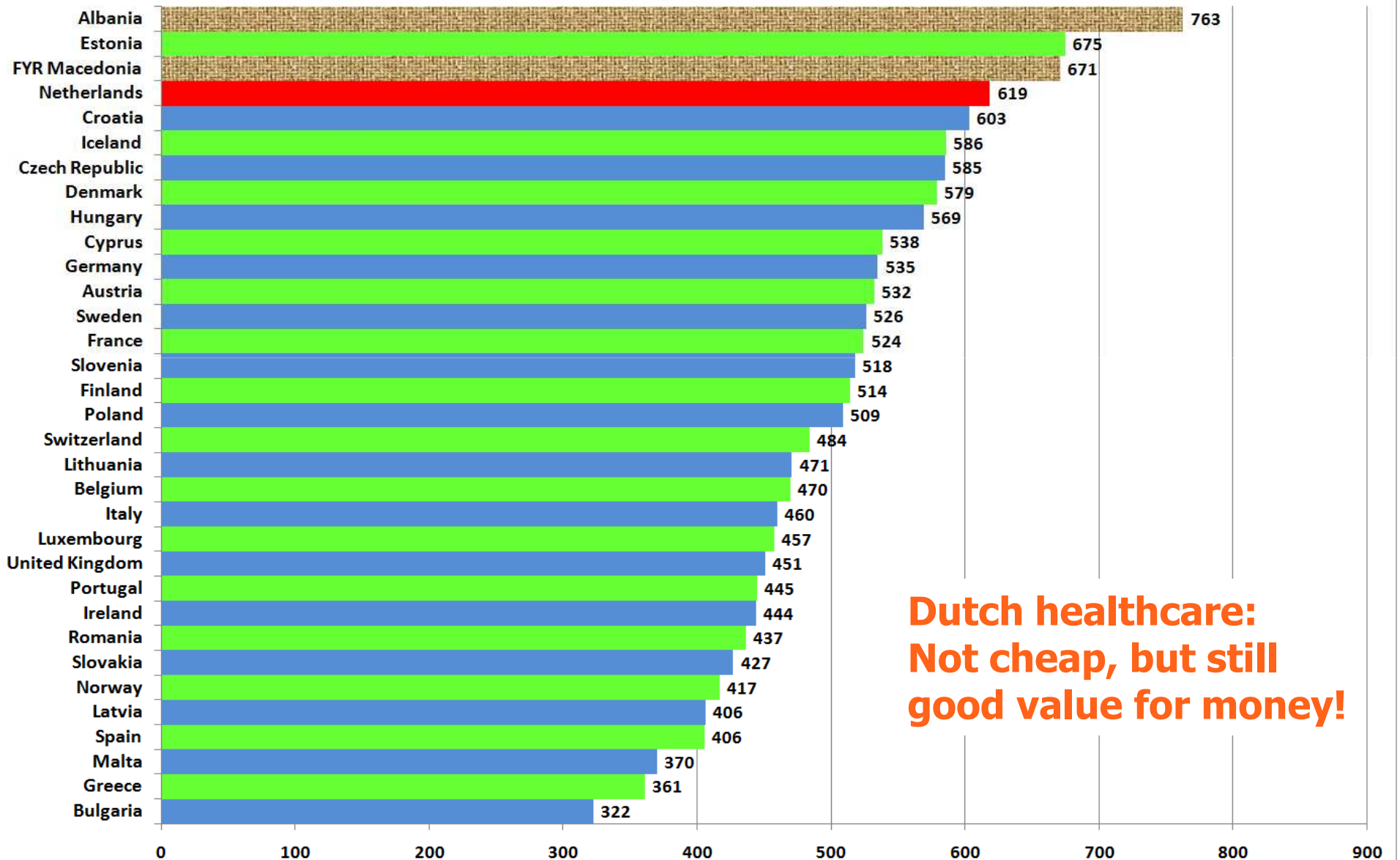
**Changes over time  
(2005 – 2009):**

**Almost all countries  
show improving scores  
– healthcare keeps  
doing better for  
Europeans!**

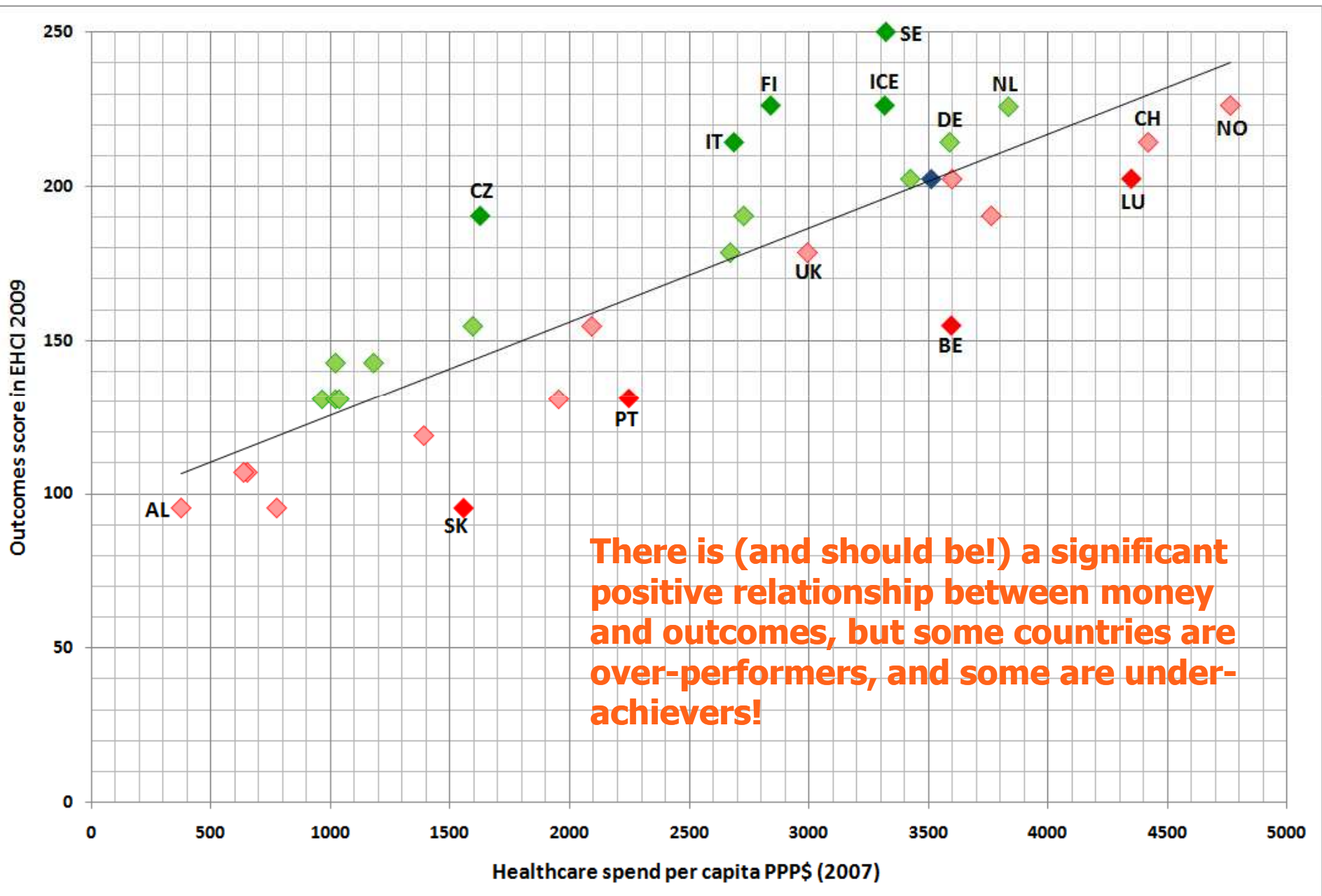


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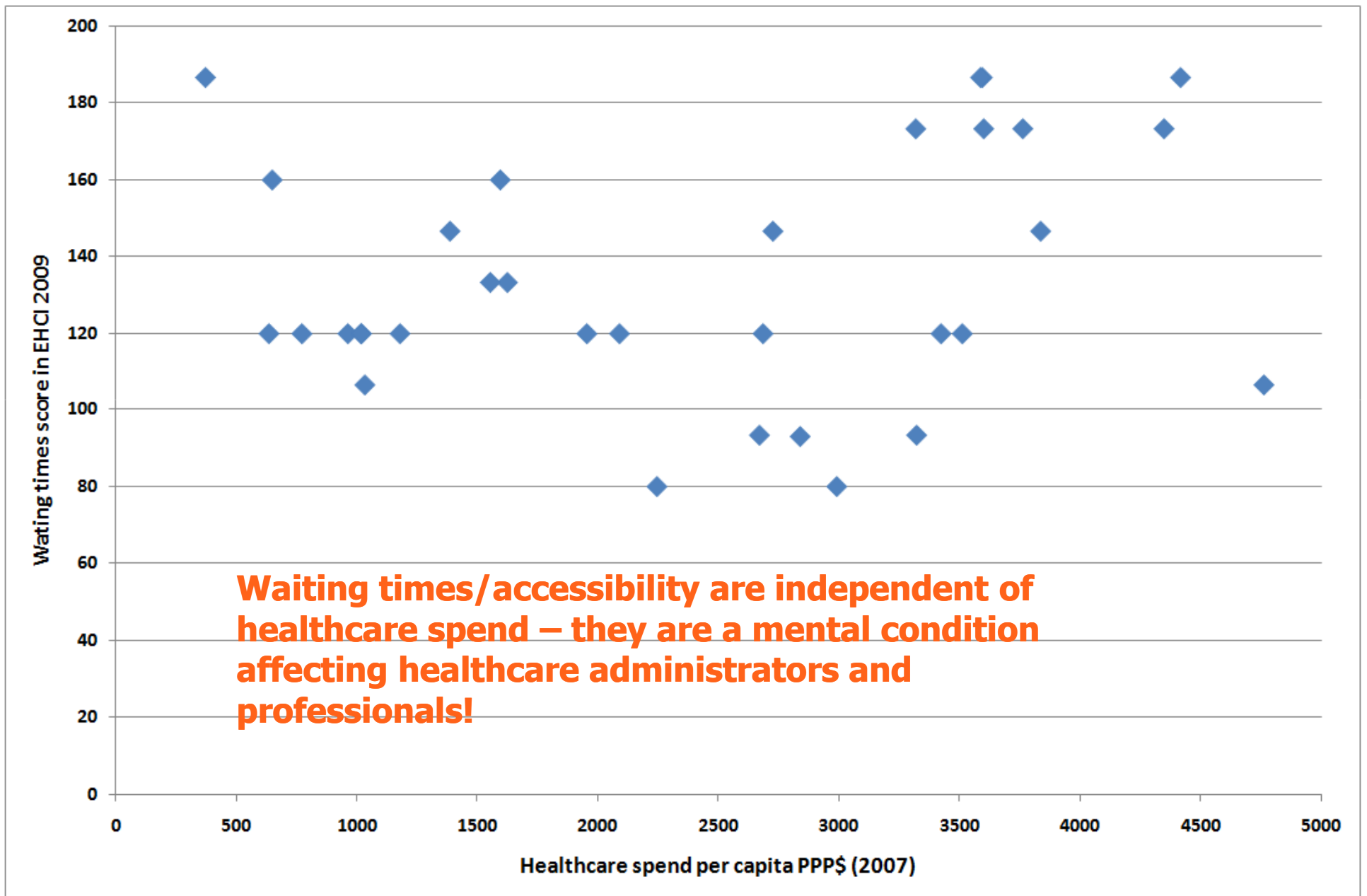
## Bang-for-the-Buck scores in Euro Health Consumer Index 2009



**Dutch healthcare:  
Not cheap, but still  
good value for money!**



**There is (and should be!) a significant positive relationship between money and outcomes, but some countries are over-performers, and some are under-achievers!**



# The secrets of Dutch success?

- ☺ **The 2006 healthcare reform created:**
  - ☺ **Politicians and (other) amateurs' fingers out of operative pies**
  - ☺ **Healthcare decisions taken by professionals in council with patients**
  - ☺ **Large many independent decision makers**
  - ☺ **Steps towards pay for performance (DRG)**
  - ☺ **Hospital performance information**
- ☺ ***Well-managed* competition between financiers and between providers (Europe is shockingly full of abysmal healthcare management!**
- ☺ **"Bismarck Beats Beveridge"**
- ☺ **No obsession with doing everything a - let patients seek care in the EU!**
- ☺ **The sun has its spots, too; NL loses noticeable points on Waiting Times; GP gatekeeping does *not* save costs! Pay for performance early phase.**



# **The 2011 Euro Health Consumer Index will reveal who is top of Europe**

**Looking deeper into HTA,  
innovative medicines**

**HCP invites endorsers and  
sponsors to support the new  
Index!**

# Thank you!

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