EuroHealth Consumer Index 2016

Health Consumer Powerhouse

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Euro Health Consumer Index at a glance:

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

Sub-disciplines:

Patient rights and information:
Norway

Accessibility:
Belgium, FYR Macedonia, Switzerland
Outcomes :
Finland, Iceland, Germany, NL, Norway, Switzerland
Range and reach of services
Netherlands, Sweden

Prevention :
Norway

Pharmaceuticals :
France, Germany, Ireland, NL, Switzerland

= Good (3)

= Intermediary (2)

= Not-so-good (1)

n.a. = data not available (1)

n.ap. = not applicable (2)

= abortion illegal/restricted

Indicators *not* shaded in light Green have not been updated since the EHCI 2015, or have had limited updates primarily based on feedback from national bodies.

Indicator 3.x is not included in

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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	1.1 Healthcare law based on Patients' Rights	👍	👍	👍	👎	👍	👍	👍	👍	👍	👍	👍	👍	👍	👍	👍	👍	👉	👍	👍	👍	👍	👉	n.a.	👍	👍	👍	👍	👍	👍	👉	👍	👍	👎	👍	👍
	1.2 Patient organisations in decision making	👎	👍	👉	👍	👍	👉	👉	👉	👍	👉	👉	👍	👍	👍	👎	👉	👉	👉	👍	👍	👍	👉	👉	👍	👉	👉	👍	👍	👍	👉	👉	👉	👉	👉	👉
	1.3 No-fault malpractice insurance	👎	👍	👍	👎	👎	👎	👉	👍	👎	👍	👉	👉	👎	👎	👎	👉	👎	👉	👍	👉	👎	👎	n.a.	👍	👍	👉	👎	👍	👉	👎	👉	👎	👉	👎	👉
	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 interactive HC info	👎	👉	👉	👎	👍	👎	👉	👍	👍	👍	👍	👍	👉	👎	👉	👍	👉	👉	👍	👍	👉	👉	👎	👉	👍	👎	👍	👉	👍	👉	👉	👍	👍	👍	👍
	1.8 Cross-border care financed from home	n.ap.	👍	👍	👉	👉	👉	👉	👍	👉	👍	n.a.	n.ap.	👉	👉	👉	👍	👉	👉	n.a.	n.a.	👍	👍	n.ap.	👍	👍	👉	n.a.	👉	n.ap.	👍	👍	👉	👍	n.ap.	👉
	1.9 Provider catalogue with quality ranking	👎	👎	👉	👎	👉	👎	👉	👎	👉	👉	👍	👍	👍	👎	👎	n.ap.	👍	👉	👎	👉	👎	n.ap.	👎	👍	👍	👎	👉	👎	👉	👍	👎	👎	👉	👍	👍
	1.10 EPR penetration	👎	👍	👉	👍	👉	👉	👉	👍	👍	👍	👉	👍	👍	👎	👍	👍	👍	👉	👎	👎	👍	👎	n.a.	👍	👍	👎	👍	👎	👍	👍	👉	👉	👍	👍	👍
	1.11 On-line booking of appointments?	👎	👉	👍	👎	👍	👎	👉	👍	👍	👉	👎	👍	👉	👉	👉	👍	👎	👉	👉	👍	👍	👉	👎	👍	👍	👎	👍	👎	👍	👍	👍	👍	👍	👉	👍
	1.12 e-prescriptions	👎	👉	👎	👎	👍	👎	👎	👍	👍	👍	👎	👍	👉	👎	👎	👍	👎	👎	👎	👍	👎	👎	👎	👍	👍	👎	👍	👍	👍	👎	👍	👍	👍	👍	👍
	Subdiscipline weighted score	73	108	104	66	108	73	87	111	108	108	90	118	104	63	73	115	80	83	87	97	101	80	63	122	125	66	108	80	111	97	104	87	104	111	108
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	👎	👍	👍	👎	👍	👉	👍	👍	👉	👉	👍	👍	👍	👎	👎	👉	👉	👍	👎	👍	👍	👍	n.a.	👍	👉	👎	👉	👉	👉	👍	👉	👉	👎	👍	👉
	2.5 CT scan < 7days	👉	👉	👍	👉	👎	👎	👍	👎	👍	👍	👉	👍	👉	👉	👎	👍	👎	👎	👎	👉	👉	👉	👎	👍	👉	👎	👉	👎	👍	👉	👎	👎	👎	👍	👎
	2.6 A&E waiting times	👍	👍	👍	👉	👍	👉	👍	👉	👍	👉	👉	👍	👉	👎	👉	👎	👎	👍	👍	👍	👉	👉	👍	👍	👍	👎	👉	👍	👍	👎	👉	👉	👎	👍	👎
	Subdiscipline weighted score	163	200	225	150	175	125	213	150	163	150	188	225	188	125	125	163	100	138	113	175	200	163	113	200	138	100	150	150	188	163	125	113	100	225	100
3. Outcomes	3.1 Decrease of CVD deaths	👎	👉	👍	👍	👎	👉	👎	👍	👍	👍	👍	👉	👍	👉	👎	👍	👍	👉	👉	👎	👍	👉	👎	👍	👍	👍	👍	👉	👎	👎	👍	👍	👍	👍	👍
	3.2 Decrease of stroke deaths	👉	👍	👉	👎	👍	👍	👍	👍	👍	👉	👍	👎	👍	👍	👍	👍	👍	👍	👍	👎	👍	👍	👍	👍	👍	👍	👍	👉	👉	👎	👍	👍	👍	👍	👍
	3.3 Infant deaths	👉	👍	👍	👎	👉	👍	👍	👍	👍	👍	👍	👎	👍	👍	👉	👍	👍	👍	👍	👍	👍	👉	👉	👍	👍	👉	👍	👎	👉	👉	👍	👍	👍	👍	👍
	3.4 Cancer survival	👎	👍	👉	👎	👎	👍	👉	👉	👉	👍	👍	👎	👎	👎	👎	👍	👍	👉	👎	👎	👍	👉	👎	👉	👍	👎	👉	👎	👎	👉	👉	👉	👍	👍	👉
	3.5 Potential Years of Life Lost	👍	👍	👍	👎	👉	👍	👍	👍	👉	👍	👉	👎	👍	👍	👉	👍	👍	👍	👎	👎	👍	👍	👉	👍	👍	👉	👍	👎	👉	👉	👍	👍	👍	👍	👍
	3.6 MRSA infections	👎	👉	👉	👉	👎	👎	👉	👍	👍	👍	👉	👎	👉	👎	👎	👍	👉	👎	👉	👉	👉	👎	n.a.	👍	👍	👉	👎	👎	👎	👎	👉	👎	👍	👉	👉
	3.7 Abortion rates	👍	👎	👍	👎	👍	💧	👍	👉	👎	👍	👉	👉	👍	👍	👎	👉	💧	👍	👉	👍	n.a.	💧	👍	👉	👉	💧	👍	👎	👉	👍	👍	👉	👎	👍	👉
	3.8 Depression	👎	👉	👉	👉	👉	👉	👉	👍	👉	👍	👉	👎	👎	👉	👍	👍	👎	👎	👎	👎	👍	👉	n.a.	👍	👍	👉	👉	👎	👉	👉	👉	👉	👍	👍	👉
	3.x COPD mortality	👍	👍	👎	👍	👉	👎	👉	👎	👍	👍	👍	👉	👉	👎	👎	👉	👎	👉	👍	👍	👉	👉	👎	👎	👉	👍	👉	👉	👎	👍	👍	👎	👍	👍	👎
	Subdiscipline weighted score	175	238	250	150	188	213	238	275	238	288	263	138	288	213	163	288	250	225	188	163	263	188	175	288	288	188	250	125	163	175	263	238	275	288	250
4. Range and reach of services provided	4.1 Equity of healthcare systems	👎	👉	👉	👎	👍	👎	👍	👍	👉	👉	👉	👎	👉	👎	👎	👍	👎	👉	👎	👎	👍	👎	👎	👍	👍	👉	👎	👎	👎	👉	👉	👉	👍	👍	👍
	4.2 Cataract operations per 100 000 age 65+	n.a.	👍	👍	👎	👉	n.a.	👍	👍	👉	👉	👉	👉	👉	👍	👉	👍	👎	👉	👎	👎	👍	👍	n.a.	👍	👉	👉	👍	👎	👎	👉	👉	👍	👍	👉	👉
	4.3 Kidney transplants per million pop.	👎	👍	👍	👎	👍	👎	👍	👍	👎	👍	👍	👍	👎	👎	👉	👍	👉	👉	👉	👎	👍	👎	👉	👍	👍	👎	👍	👎	👎	👉	👉	👍	👍	👉	👍
	4.4 Dental care incl. 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	99	109	47	104	68	104	115	94	115	94	68	83	52	73	115	78	78	73	68	104	94	57	125	115	63	78	52	57	89	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	71	83	77	95	65	101	95	89	101	83	89	113	95	101	77	65	107	95	77	107	119	95	101	48	89	83	83	107	101	101	113
6. Pharmaceuticals	6.1 Rx subsidy	👎	👉	👉	👎	👍	👎	👉	👎	👉	👉	👍	👍	👍	👉	👎	👉	👍	👎	👎	👍	👍	👎	👎	👍	👉	👎	👉	👎	👎	👍	👉	👍	👉	👍	👍
	6.2 Layman-adapted pharmacopoeia?	👎	👍	👍	👍	👍	👍	👍	👍	👍	👍	👍	👍	👉	👍	👍	👍	👍	👍	👍	👍	👍	👍	👎	👍	👍	👎	👍	👍	👍	👍	👍	👉	👍	👍	👍
	6.3 Novel cancer drugs deployment rate	n.a.	👍	👍	👎	👎	👉	👉	👉	👉	👍	👍	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.	n.a.	👉	👉	👍	👉	👎	👉	👉	👉	👎	👉	👉	👍
	6.5 Arthritis drugs	n.a.	👎	👍	👎	👎	👉	👎	👍	👎	👍	👍	n.a.	👉	👎	👎	👎	👍	👉	👎	👎	👉	n.a.	n.a.	👉	👍	👎	👉	👎	👉	👉	👉	👉	👍	👉	👍
	6.6 Statin use	n.a.	👉	👍	👎	👎	n.a.	👉	👍	👎	👉	👍	👉	👉	👉	👎	n.a.	👉	👉	👎	👎	👍	n.a.	n.a.	👍	👉	👉	👍	👎	👍	👎	👉	👍	👉	👉	👉
	6.7 Antibiotics/capita	n.a.	👍	👎	👉	👉	👉	👉	👍	👉	👉	👎	👉	👍	👎	👎	👉	👉	👉	👉	👉	👎	👉	👎	👍	👉	👉	👉	👉	👉	👉	👉	👉	👍	👍	👉
	Subdiscipline weighted score	33	81	76	48	57	62	62	81	62	81	86	62	86	57	52	62	86	57	52	52	76	48	33	86	81	52	76	43	62	71	76	71	81	86	81
	Total score	551	826	860	526	703	623	780	827	729	842	815	699	849	593	575	854	689	682	589	620	851	666	518	927	865	564	763	497	670	678	740	709	786	904	761