



Health Consumer
Powerhouse

Euro Health Consumer Index 2009

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Euro Health Consumer Index 2009

- ✔ **All 27 EU member states + Switzerland & Norway + Croatia and FYR Macedonia + Albania and Iceland = 33 countries**
- ✔ **38 indicators in six sub-disciplines;**
- ✔ **1320 scores in the EHCI matrix**

Euro Health Consumer Index

Characteristics

- **Overall picture of healthcare systems seen from the customer/patient's point of view (hard *and* soft data)**
- **Concentrates on indicators reflecting properties and performance of healthcare systems**
 - **stays away from public health indicators!**
 - **stays away from indicators closely correlated with GDP/capita**
- **Potential aid for exercising active choices of care**
- **A reality check for governments, consumers and stakeholders**
- **Does present a ranking list**

Sources:

"any source that can provide reasonably solid data"

- ☺ **Indata not symmetric for all countries - multiple data sources on the same indicator frequently used.**
- ☺ **CUTS: "Comprehensive Uniform Trustworthy Sources" when we find them**
- ☺ **"Objective hard facts": WHO, OECD or other statistics, decided policies, regulations, legislation**
- ☺ **Soft data: interviews, patient surveys**
- ☺ **Expert Reference Panel discussions**
- ☺ **Survey to Patient Organisations regarding **waiting times and 10 other indicators** commissioned from Patient View: 602 organisations responded in 2009**

Scoring system

✓ Country scores in three grades under each indicator:

3 (green): good (●)

2 (amber): intermediate (◐); "n.ap." = 2

1 (red): not-so-good (◑); "n.a." = 1

✓ Total score:

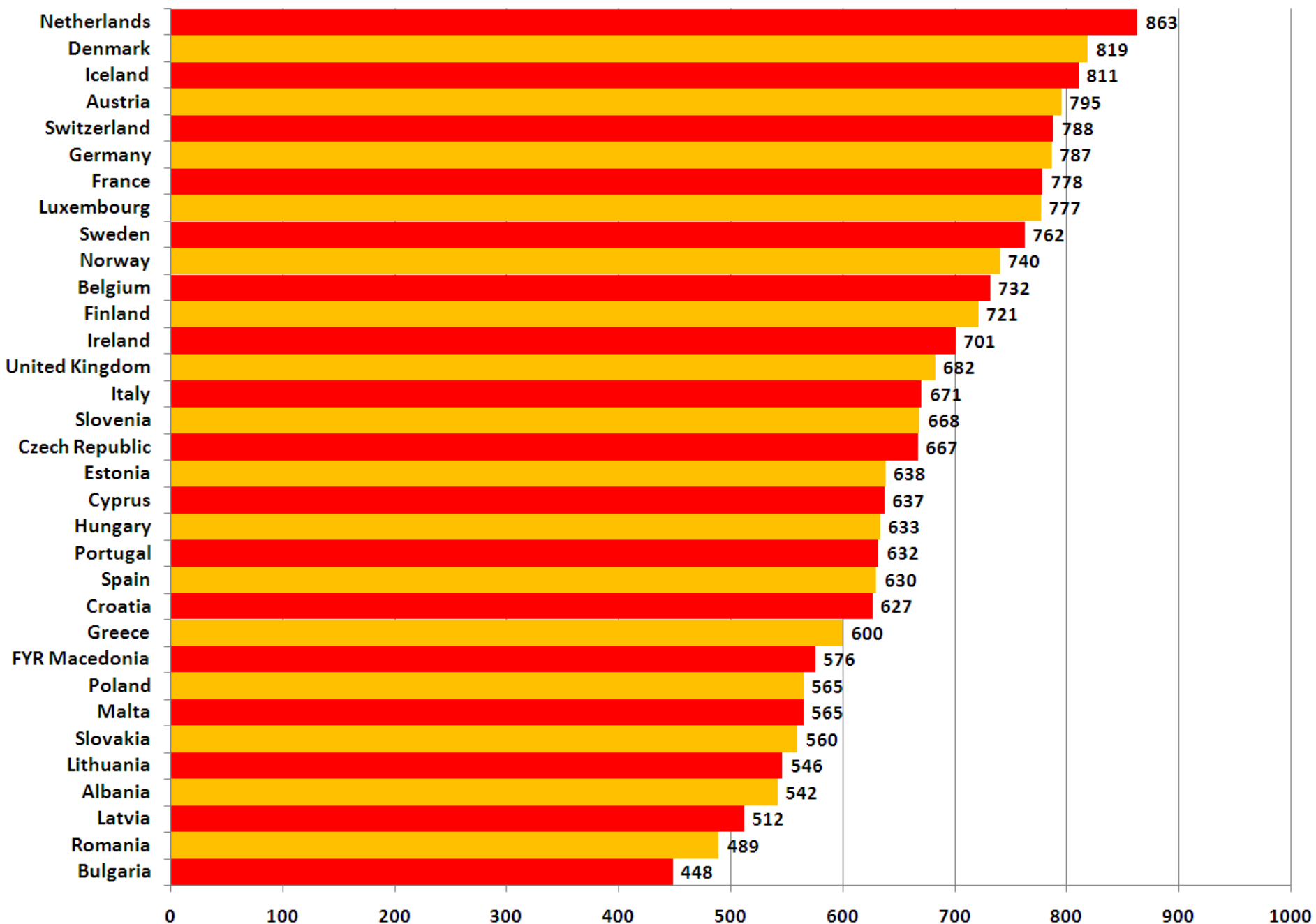
✓ Max score: **1000**

✓ Minimum score: **333**

EHCI 2009 sub-disciplines

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

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;

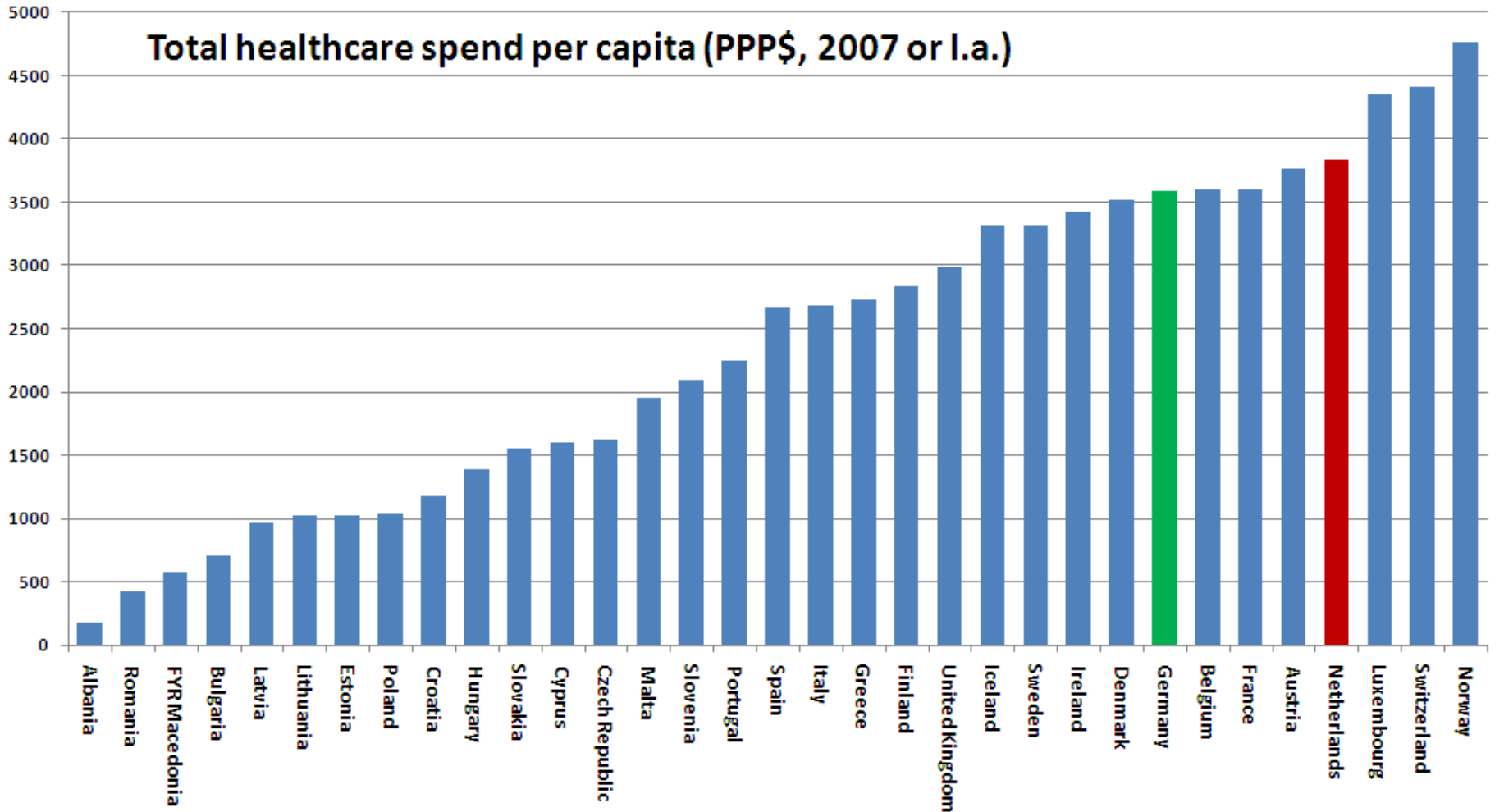
- ✎ **The NL is the only country consistently appearing in the top whatever the HCP tries to measure! (proven again in the HIV Index published 2 weeks after the EHCI 2009)**
- ✎ **Record victory margin in 2009: 44 points!**
- ✎ **Doing well (but not winning!) on all sub-disciplines except Waiting times**
- ✎ **The Netherlands – the Best healthcare system in Europe?**

No obvious correlation with money!

NL loses noticeable points on Waiting Times

Is *compulsory* GP Gatekeeping really a good idea? It does not save costs, either!

Total healthcare spend per capita (PPP\$, 2007 or l.a.)



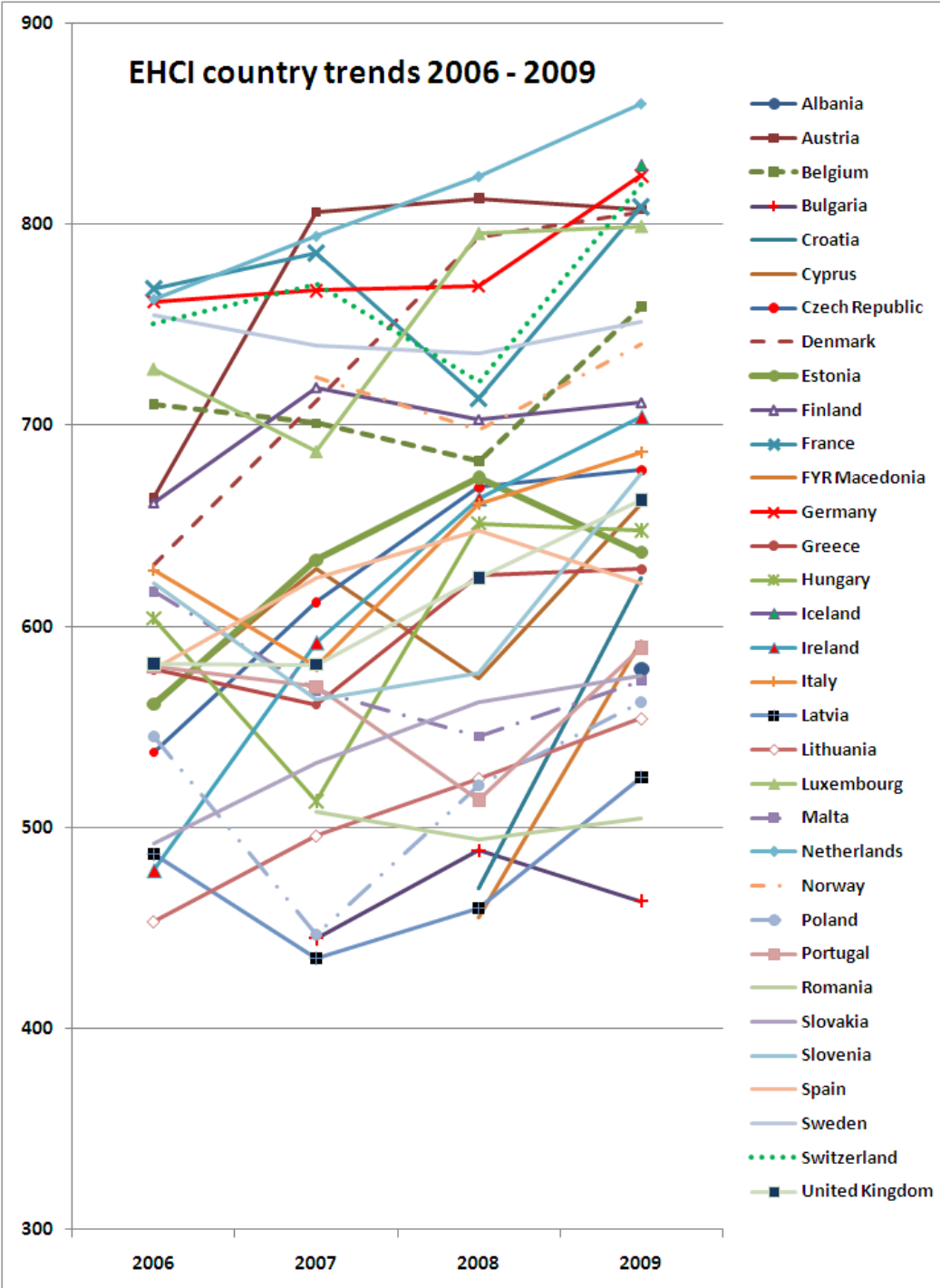
Estonia in EHCI 2009

Financial crisis striking (?):

- ☺ **Waiting times:** Score down from 147 to 120 points. (That accounts for 27 out of the 31 points lost since 2008.) Patient organisations significantly more negative in 2009.
- ☺ **Reform speed:** Historically an Estonian area of excellence – a temporary halt? Other countries climb faster.
- ☺ **Estonia still massively outperforms neighbours!**
 - ☺ Not least on “Range and reach” of healthcare services
- ☺ **Still the real leaders at value-for-money in healthcare.**
- ☺ **Somewhat rigid legislation hindering progress?**

**Changes over time
(2006 – 2009):**

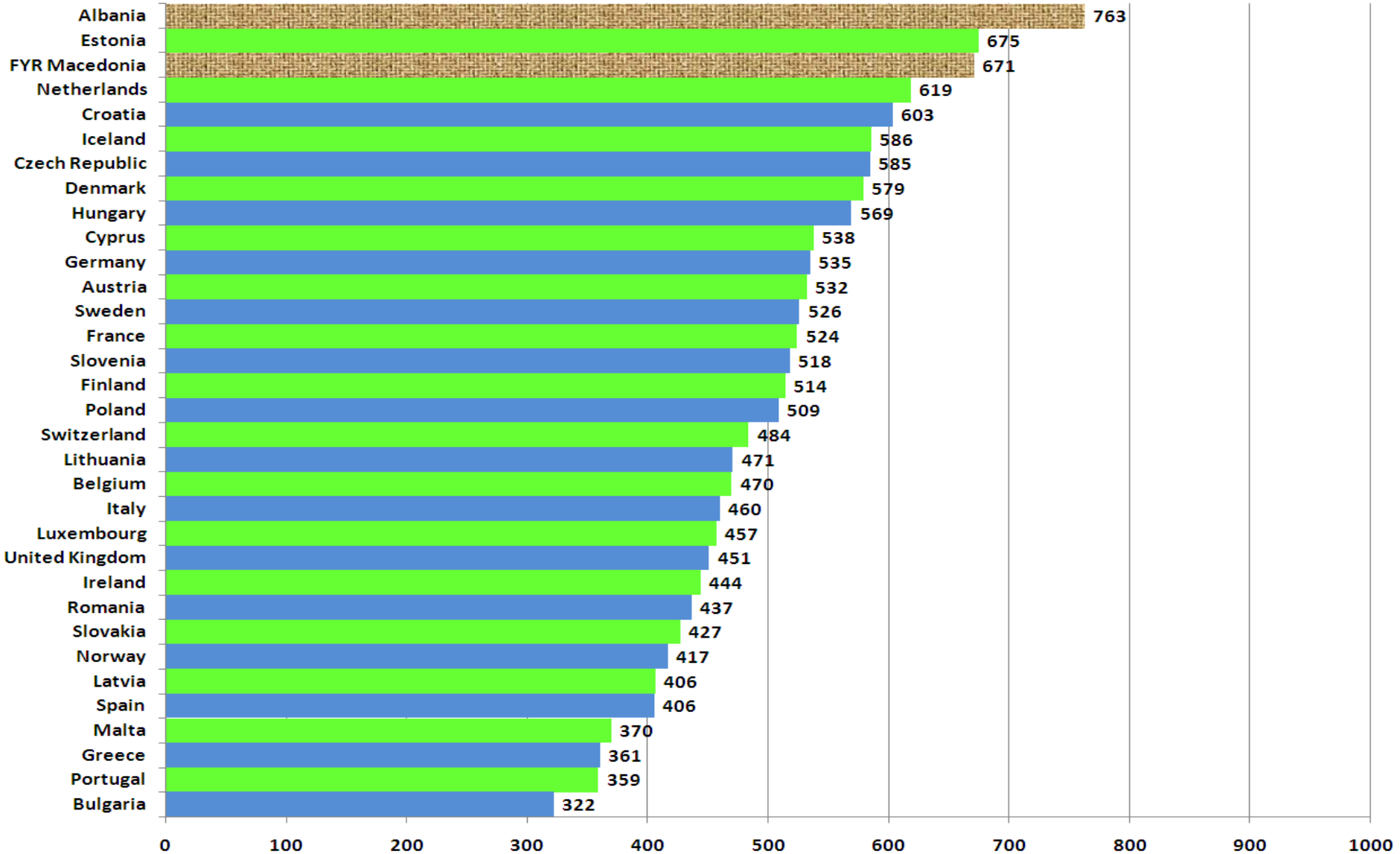
**Almost all countries
show improving
scores – healthcare
keeps doing better for
Europeans!**



"Bang-for-the-buck"-adjusted

- ✧ **The 2009 Index with 33 countries includes countries with extremely different financial capacity**
- ✧ **The BFB Adjusted Index has EHCI scores adjusted in proportion to "the square root of healthcare spend /capita"**
- ✧ **Model slightly too blunt to handle very different spending levels (and informal, private payments!)**

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



Changes over time (2006 – 2009)

Climbers in the EHCI

- ✔ **The Netherlands:** The 2006 reform found the keys to a truly consumer-friendly healthcare system?
- ✔ **Germany:** Outcomes scores are creeping up from the “all Yellow” a couple of years ago.
- ✔ **Denmark:** A determined political effort to improve delivery and transparency of healthcare, which seems to be paying off
- ✔ **Ireland:** Steady upward trend.
- ✔ **Hungary, the Czech Republic and Lithuania:** reforms in the area of Patient Rights and Information seem to be taking hold.
- ✔ Watch out for **Iceland**; those little guys are good!

Negative patient organisations

In some countries, responses from patient organisations paint a much more negative picture than that given by official statistics:

- ☺ **Ireland, Spain and Greece:** Healthcare services having a domestic “marketing” problem – due to historic problems(?), patient organisations give negative responses.
- ☺ **U.K.:** In spite of heavy spending on the NHS, patient org:s give a bleak view on accessibility/waiting times.

Changes over time (2005 – 2009)

Areas of **progress** and **disappointment**

- ☺ **Patients' rights-based healthcare law**
- ☺ **Access to your own medical record**
- ☺ **e-Health (fantastic potential for performance improvement!)**
- ☺ **Waiting times (some have them, some do not, and some even go the wrong way!)**
- ☺ **Outcomes (keep improving, but this takes time!)**
 - ☺ **Now, three countries have information about hospital results!**
- ☺ **Range & reach of services (healthcare keeps doing more for Europeans)**
- ☺ **Comprehensive information about medicines in easy-to-access form**

Practical benefits

- ☺ **Inspiration for learning and improvement; a healthcare system which combines:**
 - ☺ Dutch/Danish openness
 - ☺ Portuguese e-Proficiency
 - ☺ Swedish medical results
 - ☺ Albanian/Belgian/German/Swiss accessibility
 - ☺ Coverage of Belgium, Luxembourg, Sweden
 - ☺ Estonian reform speed (**Yes, basically still great!**)
 - ☺ etc etc etc

would be pretty close to Healthcare Heaven!

See it all at: www.healthpowerhouse.com

Inequalities in Healthcare

- ✧ **Very different attitude to *e.g.* deployment of pharmaceuticals:**
 - ✧ **France and Austria very generous with expensive cancer drugs – might not be cost-effective, but they *do* have good figures on cancer survival**
 - ✧ **Czech Republic: “Clopidogrel does not do anything that aspirin doesn’t do” (which is definitely untrue)**
- ✧ **Free choice of hospital across the EU still in its infancy – control mania in healthcare administration?**