

EuroHealth Consumer Index 2012



Health Consumer
Powerhouse

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Euro Health Consumer Index
at a glance:

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

Sub-disciplines:

Patient rights and information:
Denmark

Accessibility:
Belgium, Luxembourg,
Switzerland

Outcomes :
Norway, Sweden

Range and reach of services
Netherlands

Pharmaceuticals :
Denmark

Good (3)

Intermediary (2)

Not-so-good (1)

n.a. = data not available (1)

n.ap. = not applicable (2)

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Sub-discipline	Indicator	Albania	Austria	Belgium	Bulgaria	Croatia	Cyprus	Denmark	Estonia	Finland	France	FYR Macedonia	Germany	Greece	Hungary	Iceland	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Norway	Poland	Portugal	Romania	Serbia	Slovakia	Spain	Sweden	Switzerland	United Kingdom		
1. Patient rights and information	1.1 Healthcare law based on Patients' Rights	Good	Good	Good	Bad	Good	Good	Good	Good	Good	Good	Good	Bad	Good	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.2 Patient organisation involvement	Good	Good	Good	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.3 No-fault malpractice insurance	Bad	Good	Bad	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.4 Right to second opinion	Good	Good	Good	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.5 Access to own medical record	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.6 Registry of bona fide doctors	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.7 Web or 24/7 telephone HC info	Bad	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.8 Cross-border care seeking freely allowed	n.ap.	Good	Good	Bad	Bad	n.ap.	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	n.ap.			
	1.9 Provider catalogue with quality ranking	Bad	Good	Bad	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.10 EPR penetration	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.11 On-line booking of appointments?	Bad	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
	1.12 e-prescriptions	Bad	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good			
2. Accessibility (waiting times for treatment)	Subdiscipline weighted score	102	141	117	88	146	112	107	175	141	131	136	112	117	88	122	146	107	131	107	131	112	88	170	160	126	126	88	102	122	112	102	141	126	160
	2.1 Family doctor same day access	Good	Good	Good	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	2.2 Direct access to specialist	Good	Good	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	2.3 Major elective surgery <90 days	Good	Good	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	2.4 Cancer therapy < 21 days	Good	Good	Good	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	2.5 CT scan < 7 days	Good	Good	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
3. Outcomes	Subdiscipline weighted score	217	217	233	133	133	183	183	167	167	133	167	183	200	200	167	183	150	133	117	183	233	183	200	83	117	117	167	117	200	133	100	100	233	133
	3.1 Heart infarct case fatality	Bad	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	
	3.2 Infant deaths	Bad	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	3.3 Cancer deaths relative to incidence	Bad	Good	Good	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	3.4 Preventable Years of Life Lost	Bad	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	3.5 MRSA infections	Bad	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	3.6 Caesarean sections	Bad	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	3.7 Undiagnosed diabetes	Bad	Good	Bad	Bad	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good		
	3.8 Depression	n.a.	Good	Good	Bad	n.a.	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	n.a.	Good		
4. Prevention/ Range and reach of services provided	Subdiscipline weighted score	113	188	213	138	200	188	225	250	175	250	238	113	200	175	138	263	238	213	138	138	250	163	263	300	188	163	100	113	188	213	213	300	213	200
	4.1 Equity of healthcare systems	Bad																																	