EuroHealth Consumer Index 2014

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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:
The Netherlands

Accessibility:
Belgium, Switzerland

Outcomes :
Netherlands, Norway

Range and reach of services
Netherlands, Sweden

Prevention :
Iceland, Norway, Spain, Sweden

Pharmaceuticals :
FI, DE, IRL, NL, UK

= Good (3)

= Intermediary (2)

= Not-so-good (1)

n.a. = data not available (1)

n.ap. = not applicable (2)

= abortion illegal/restricted

Sub-discipline	Indicator	Albania	Austria	Belgium	Bosnia Herzegovina	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	UK England	UK Scotland
1. Patient rights and information	1.1 Healthcare law based on Patients' Rights	3	3	3	n.a.	1	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	3	3	n.a.	3	3	3	3	3	3	2	3	3	1	3	3	3
	1.2 Patient organisation involvement	3	3	2	n.a.	3	2	2	2	3	2	3	3	3	3	1	1	3	2	2	3	2	2	2	1	3	3	3	3	2	2	3	2	1	2	2	2	2
	1.3 No-fault malpractice insurance	1	3	1	n.a.	1	1	1	1	3	1	3	2	2	1	1	1	2	2	2	3	2	1	1	n.a.	3	3	2	1	1	2	1	2	1	3	1	2	2
	1.4 Right to second opinion	2	3	3	n.a.	1	3	2	3	2	1	1	3	3	3	1	2	3	1	2	1	2	3	2	3	3	3	3	2	2	2	2	2	2	2	3	3	3
	1.5 Access to own medical record	3	3	3	n.a.	3	2	2	3	3	2	3	3	3	2	1	2	3	2	2	3	2	3	2	3	3	3	3	3	2	2	3	2	2	3	3	2	3
	1.6 Registry of *bona fide* doctors	3	2	3	n.a.	2	2	3	3	2	2	3	3	3	3	1	3	3	2	3	3	3	3	3	1	3	3	2	3	2	1	3	2	1	1	3	3	1
	1.7 Web or 24/7 telephone HC info	1	3	2	n.a.	1	1	1	1	3	3	3	3	3	3	1	3	1	3	3	3	3	2	2	n.a.	3	2	2	3	1	2	2	2	3	3	3	3	3
	1.8 Cross-border care seeking freely allowed	n.ap.	3	1	n.ap.	1	1	1	1	3	3	3	1	n.ap.	1	1	1	n.ap.	1	1	2	2	3	1	n.ap.	3	n.ap.	1	2	1	n.ap.	1	1	1	2	n.ap.	1	1
	1.9 Provider catalogue with quality ranking	1	1	1	n.a.	1	1	1	2	3	3	2	3	2	3	1	1	n.ap.	1	2	1	1	1	n.ap.	1	3	3	1	3	1	1	3	1	1	2	1	3	1
	1.10 EPR penetration	1	2	2	n.a.	3	3	2	2	3	3	3	2	3	3	1	3	3	3	2	1	1	2	1	n.a.	3	3	1	3	1	1	3	2	2	3	3	3	3
	1.11 On-line booking of appointments?	1	2	2	n.a.	1	3	1	2	3	3	2	1	3	2	1	2	3	1	2	3	3	2	3	1	2	3	1	3	1	1	3	3	3	3	2	3	1
	1.12 e-prescriptions	1	2	1	n.a.	1	3	1	1	3	3	3	1	3	2	1	1	3	2	1	1	1	1	1	1	3	1	1	3	1	1	1	1	3	3	2	3	1
	Subdiscipline weighted score	92	125	100	54	79	104	83	100	142	121	133	117	138	121	58	96	138	83	104	113	104	108	88	71	146	142	96	133	83	83	113	96	96	117	117	129	108
2. Accessibility (waiting times for treatment)	2.1 Family doctor same day access	3	3	3	n.a.	3	3	3	3	3	3	1	3	3	3	1	3	1	2	3	3	1	3	1	2	1	2	2	1	3	3	3	2	1	1	3	1	1
	2.2 Direct access to specialist	3	3	3	n.a.	2	2	1	2	2	2	1	3	2	3	3	3	1	2	2	3	1	3	1	1	1	1	2	1	1	3	3	2	1	1	3	1	1
	2.3 Major elective surgery <90 days	3	2	3	n.a.	3	1	1	2	3	2	3	3	3	3	2	2	1	2	2	1	2	3	1	1	3	2	1	1	2	1	1	1	1	2	3	2	2
	2.4 Cancer therapy < 21 days	2	3	3	n.a.	2	3	3	1	3	3	3	3	3	3	1	2	3	1	2	2	1	3	3	n.a.	2	1	1	3	1	1	3	1	2	1	3	2	2
	2.5 CT scan < 7days	2	3	3	n.a.	1	1	1	3	2	2	3	2	3	2	2	1	2	1	1	1	2	1	1	1	3	2	1	2	1	1	2	1	1	1	3	1	2
	2.6 A&E waiting times	3	2	3	n.a.	2	3	3	3	3	2	3	1	3	2	2	3	3	1	1	2	1	2	1	3	3	3	2	3	2	2	2	2	2	1	3	1	2
	Subdiscipline weighted score	200	200	225	75	163	163	150	175	200	150	175	175	213	188	138	163	163	88	138	150	100	188	125	113	188	138	100	163	100	113	175	113	100	88	225	100	125
3. Outcomes	3.1 Decrease of CVD deaths	1	2	3	2	3	1	2	1	3	3	2	3	1	3	2	1	3	3	2	1	1	3	2	1	3	3	2	3	1	1	1	3	2	3	3	3	3
	3.2 Decrease of stroke deaths	1	3	2	1	1	2	3	3	1	3	2	2	1	3	2	2	2	3	2	1	1	3	1	3	3	3	1	3	1	1	1	2	3	2	2	2	2
	3.3 Infant deaths	1	3	3	2	1	3	3	3	3	3	3	3	1	3	3	2	3	3	3	2	2	3	1	2	3	3	2	3	1	1	2	3	3	3	3	2	3
	3.4 Cancer survival	1	2	2	1	1	1	3	2	2	2	3	3	1	3	1	1	3	3	2	1	1	3	2	1	2	3	1	2	1	1	2	2	2	3	3	2	2
	3.5 Preventable Years of Life Lost	2	2	2	2	1	2	3	2	2	1	2	2	2	2	1	3	3	3	1	1	1	3	1	3	3	3	1	2	1	1	1	2	3	3	3	2	2
	3.6 MRSA infections	1	2	2	n.a.	2	1	1	2	3	2	3	2	1	2	1	1	3	1	1	2	2	2	1	n.a.	3	3	1	1	1	1	1	2	1	3	2	2	2
	3.7 Abortion rates	2	1	3	1	1	3	4	2	2	1	3	2	2	3	1	1	3	4	2	2	3	n.a.	4	3	2	3	4	2	1	1	3	3	2	1	3	2	2
	3.8 Depression	1	2	2	n.a.	2	2	2	2	3	2	3	2	1	3	1	2	3	3	1	1	1	3	2	2	3	3	2	2	1	1	2	2	2	3	3	2	1
	Subdiscipline weighted score	104	177	198	115	125	156	177	177	198	177	219	198	104	229	156	115	229	198	167	125	125	219	115	125	240	240	104	188	83	83	135	198	188	219	229	177	177
4. Range and reach of services provided	4.1 Equity of healthcare systems	1	2	2	2	1	3	1	3	3	3	2	2	3	2	1	1	3	1	2	1	2	3	1	1	3	3	2	1	2	1	2	2	2	3	3	3	3
	4.2 Cataract operations per 100 000 age 65+	n.a.	3	3	n.a.	1	2	1	3	3	3	3	2	2	3	3	2	3	1	2	2	1	3	3	n.a.	3	3	1	3	1	1	2	3	2	3	2	2	3
	4.3 Kidney transplants per million pop.	1	3	3	1	1	3	2	3	2	2	2	3	1	1	1	1	2	3	1	2	1	3	1	3	3	3	2	3	1	1	1	1	3	3	2	3	3
	4.4 Dental care included in public healthcare?	1	3	3	n.a.	2	3	2	3	3	2	3	3	3	3	2	3	1	2	2	1	1	3	3	n.a.	3	3	3	1	1	2	3	3	3	3	3	3	3
	4.5 Informal payments to doctors	1	2	3	n.a.	1	1	2	3	3	3	3	2	2	3	1	3	3	3	1	1	3	3	2	1	3	3	2	3	1	1	1	3	3	3	3	3	3
	4.6 Long term care for the elderly	1	2	3	n.a.	1	1	n.a.	2	2	2	3	2	1	2	1	2	3	2	1	1	2	3	3	n.a.	3	2	1	2	1	1	2	n.a.	2	3	3	2	2
	4.7 % of dialysis done outside of clinic	1	2	2	1	1	1	3	1	3	3	3	1	1	1	1	2	3	2	2	3	1	1	3	1	3	3	1	1	2	2	1	3	3	1	3	3	2
	4.8 Caesarean sections	1	2	3	3	1	2	1	2	2	2	3	2	2	1	1	1	3	2	1	2	2	2	1	2	3	3	2	1	1	2	2	3	2	3	1	2	2
	Subdiscipline weighted score	50	119	138	69	56	100	75	119	131	119	138	113	94	94	69	88	125	100	88	81	81	131	113	56	150	144	88	94	63	69	88	106	113	150	113	131	125
5. Prevention	5.1 Infant 8-disease vaccination	3	1	3	2	2	3	2	3	1	2	2	2	3	3	3	3	1	2	2	2	2	3	2	2	2	1	3	3	3	2	3	3	3	2	1	1	1
	5.2 Blood pressure	1	3	3	1	1	3	3	1	3	1	2	3	1	2	3	1	2	3	1	1	1	3	2	1	3	1	1	2	1	2	1	3	3	3	3	3	2
	5.3 Smoking Prevention	1	1	1	1	1	1	1	1	1	1	2	2	1	1	1	1	3	3	1	1	1	1	2	1	1	3	1	1	1	1	1	1	2	3	1	3	3
	5.4 Alcohol	3	1	2	3	2	2	2	1	2	1	2	1	3	1	2	1	3	1	3	2	1	2	3	3	2	3	3	1	2	2	2	2	2	3	2	1	1
	5.5 Physical activity	n.a.	3	1	n.a.	1	1	1	1	2	1	2	3	3	3	1	3	2	1	2	1	1	3	1	n.a.	1	3	3	2	1	3	1	2	3	1	3	2	2
	5.6 HPV vaccination	1	3	2	n.a.	3	1	1	3	3	1	3	2	3	3	3	3	3	3	3	3	1	3	3	n.a.	3	3	1	3	3	1	2	3	3	3	3	3	3
	5.7 Traffic deaths	1	2	2	1	2	1	2	2	3	2	3	2	2	3	1	2	3	3	2	2	1	2	3	2	3	3	1	2	1	2	2	2	3	3	3	3	3
	Subdiscipline weighted score	65	83	83	60	71	60	71	71	89	54	95	89	95	95	83	83	107	89	95	71	48	101	95	65	89	107	71	83	71	77	83	89	107	107	95	95	89
6. Pharmaceuticals	6.1 Rx subsidy	1	2	2	2	1	2	1	2	1	1	2	2	3	3	3	1	1	3	1	1	1	3	1	1	3	2	1	2	1	1	3	2	3	2	2	3	3
	6.2 Layman-adapted pharmacopoeia?	1	3	3	n.a.	3	3	2	3	3	3	3	2	3	2	2	3	3	3	3	3	3	2	3	n.a.	3	3	1	3	3	3	3	3	2	3	3	3	3
	6.3 Novel cancer drugs deployment rate	n.a.	3	3	n.a.	1	1	2	2	2	1	3	3	n.a.	3	1	1	3	3	2	1	1	3	n.a.	n.a.	2	2	1	2	1	1	2	2	2	2	3	1	1
	6.4 Access to new drugs (time to subsidy)	1	3	1	n.a.	n.a.	n.a.	3	1	2	1	2	2	n.a.	3	2	1	n.a.	2	1	n.a.	n.a.	1	n.a.	n.a.	2	2	3	1	1	n.a.	2	1	1	1	2	3	3
	6.5 Arthritis drugs	n.a.	1	3	n.a.	1	1	2	1	3	1	3	3	n.a.	2	1	1	1	3	2	1	1	2	n.a.	n.a.	2	3	1	2	1	1	1	2	2	3	2	2	2
	6.6 Metformin use	n.a.	1	3	n.a.	2	2	2	3	2	2	3	2	1	2	2	2	n.a.	2	2	1	1	2	n.a.	1	3	2	2	1	1	n.a.	2	1	2	3	1	3	3
	6.7 Antibiotics/capita	n.a.	3	1	3	2	2	1	3	3	3	2	1	2	3	1	3	2	2	1	3	3	1	2	1	3	3	2	2	3	2	2	3	2	3	3	3	3
	Subdiscipline weighted score	33	76	76	48	52	57	62	71	76	57	86	71	57	86	57	57	57	86	57	52	52	67	48	33	86	81	52	62	52	48	71	67	67	81	76	86	86
	Total score	545	780	820	420	547	640	619	714	836	677	846	763	700	812	561	601	818	644	648	593	510	814	582	463	898	851	511	722	453	473	665	668	670	761	855	718	710
	Rank	30	10	6	36	29	23	24	15	5	17	4	11	16	9	28	25	7	22	21	26	32	8	27	34	1	3	31	13	35	33	20	19	18	12	2	14	16

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