

EuroHealth Consumer Index 2012



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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)

Sub-discipline	Indicator	Albania	Austria	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	F.R. Macedonia	Germany	Greece	Hungary	Iceland	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	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																																		
	1.2 Patient organisation involvement																																		
	1.3 No-fault malpractice insurance																																		
	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 HC info																																		
	1.8 Cross-border care seeking freely allowed	n.ap.				n.ap.							n.ap.					n.ap.																	n.ap.
	1.9 Provider catalogue with quality ranking																						n.ap.												
	1.10 EPR penetration																																		
	1.11 On-line booking of appointments?																																		
	1.12 e-prescriptions																																		
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. 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																																		
	2.5 CT scan < 7days																																		
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. Outcomes	3.1 Heart infarct case fatality																																		
	3.2 Infant deaths																																		
	3.3 Cancer deaths relative to incidence																																		
	3.4 Preventable Years of Life Lost																																		
	3.5 MRSA infections												n.a.																						
	3.6 Caesarean sections																																		
	3.7 Undiagnosed diabetes																																		
	3.8 Depression	n.a.				n.a.								n.a.																					n.a.
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. Prevention/ 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.																						
	4.3 Infant 4-disease vaccination																																		
	4.4 Kidney transplants per million pop.																																		
	4.5 Dental care included in public healthcare?																																		
	4.6 Rate of mammography				n.a.																														
	4.7 Informal payments to doctors																																		
	4.8 Smoking Prevention	n.a.																																	