Euro Health Consumer Index 2014

Brussels, January 27, 2015

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“Health System Performance Assessment: reconciling the measurable with the meaningful”

Dr. Vytenis Andriukaitis,
EU Health commissioner
A gigantic problem, or a fantastic sign of success for modern healthcare?
Comparing healthcare systems performance in 35 countries from a consumer/patient view.

Since 2004, more than 40 index editions, available for free.

Index projects financed through unconditional development grants, similar to medical faculty sponsored research.

Europe

- Euro Consumer Heart Index: 2008
- Euro Diabetes Care Index: 2008, 2014
- Euro HIV Index: 2009
- Euro Patient Empowerment Index: 2009
- Nordic COPD Index: 2010
- Tobacco Harm Prevention Index: 2011
- Euro Headache Index: 2011
- Euro Hepatitis Index: 2012
- Euro Vision Scorecard: 2013
- Euro Pancreatic Cancer Index: 2014

Sweden, others

- Breast Cancer Index: Sweden 2006
- Renal Care Index: Sweden 2007, 2008
- Smoke Cessation Index: Sweden 2008
- COPD Index: Sweden 2009, Nordic 2010
- Advanced Home Care Index: Sweden 2010
- All Hospitals Index: Sweden 2011
EHCI 2014

Important trends

✔ Treatment results in European healthcare keep improving essentially everywhere!

✔ Wealthy countries do better in the EHCI – the “equity gap” more obvious than in previous years

✔ Savings on pharmaceuticals the most obvious effect of austerity

✔ Some patterns remarkably stable over time – waiting lists a mental condition?

✔ “Big Beveridge” have problems delivering!
<table>
<thead>
<tr>
<th>Sub-discipline</th>
<th>Indicator</th>
<th>Albania</th>
<th>Austria</th>
<th>Belgium</th>
<th>Bosnia and Herzegovina</th>
<th>Bulgaria</th>
<th>Croatia</th>
<th>Cyprus</th>
<th>Czech Republic</th>
<th>Denmark</th>
<th>Estonia</th>
<th>Finland</th>
<th>France</th>
<th>FYR Macedonia</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Patient rights</td>
<td>1.1 Healthcare law based on Patients' Rights</td>
<td>n.a.</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
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<tr>
<td>and information</td>
<td>1.2 Patient organisation involvement</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
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<td></td>
<td>1.3 No-fault malpractice insurance</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td>1.4 Right to second opinion</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td></td>
<td>1.5 Access to own medical record</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td></td>
<td>1.6 Registry of <em>bona fide</em> doctors</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td>1.7 Web or 24/7 telephone HC info</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td></td>
<td>1.8 Cross-border care seeking freely allowed</td>
<td>n.a.</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td>1.9 Provider catalogue with quality ranking</td>
<td>n.a.</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
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<td></td>
<td>1.10 EPR penetration</td>
<td>n.a.</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td>1.11 On-line booking of appointments?</td>
<td>n.a.</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td>1.12 e-prescriptions</td>
<td>n.a.</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
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<td></td>
<td>92</td>
<td>125</td>
<td>100</td>
<td>54</td>
<td>79</td>
<td>104</td>
<td>83</td>
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<td>142</td>
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<td>133</td>
<td>117</td>
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<tr>
<td>2. Accessibility</td>
<td>2.1 Family doctor same day access</td>
<td>n.a.</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
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<td>(waiting times for</td>
<td>2.2 Direct access to specialist</td>
<td>n.a.</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<tr>
<td>treatment)</td>
<td>2.3 Major elective surgery &lt;90 days</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td></td>
<td>2.4 Cancer therapy &lt;21 days</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
<td>✅</td>
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<td></td>
<td>2.5 CT scan &lt;7 days</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>n.a.</td>
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<td>2.6 A&amp;E waiting times</td>
<td>✅</td>
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<td>n.a.</td>
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<td>200</td>
<td>200</td>
<td>225</td>
<td>75</td>
<td>163</td>
<td>163</td>
<td>150</td>
<td>175</td>
<td>200</td>
<td>150</td>
<td>175</td>
<td>175</td>
<td>213</td>
</tr>
</tbody>
</table>
## EHCI 2014 sub-disciplines

<table>
<thead>
<tr>
<th>Sub-discipline</th>
<th>Weight (points out of 1000 for full score)</th>
<th>Doing well</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient rights, information and e-Health</td>
<td>150</td>
<td>Netherlands, Denmark, Norway, FYR Macedonia, Iceland</td>
</tr>
<tr>
<td>Waiting times / Access</td>
<td>225</td>
<td>Belgium, Switzerland, FYR Macedonia</td>
</tr>
<tr>
<td>Outcomes</td>
<td>250</td>
<td>Netherlands, Norway, Iceland, Switzerland, Germany</td>
</tr>
<tr>
<td>Range &amp; Reach of services provided</td>
<td>150</td>
<td>Netherlands, Sweden, Norway, Belgium, Finland</td>
</tr>
<tr>
<td>Prevention</td>
<td>125</td>
<td>Iceland, Norway, Spain, Sweden</td>
</tr>
<tr>
<td>Pharmaceuticals deployment</td>
<td>100</td>
<td>Finland, Germany, Ireland, Netherlands, UK</td>
</tr>
</tbody>
</table>

A total of 48 indicators in six sub-disciplines

And we have really tried to be inventive and make the Index more challenging, but there is no stopping The Netherlands!
What can Europe learn from The Netherlands?

"Chaos" systems, where patients can choose where to seek care, do better than "planned" systems;

but "chaos" needs to be managed, and the NL does that very well!

Choice and competition! (and remember that this has to have a "grandfather" function managing the system!)
So what could be the improvement potential for the European Champions?

The Netherlands top 4 sub-disciplines; some potential for improvement on Accessibility, but no country ever did that before!
Estonia, Finland, Czech Republic, Iceland, Croatia seem to give good value for money in healthcare!
Total healthcare spend/capita, PPP$ (2012)

Source: WHO HfA, April 2014

GP gatekeeping does not contain costs!
"Structural Antiquity" Index for healthcare systems

In-patient HC expenditure as % of total
Source: WHO HfA, April 2014
Savings potential if Dutch healthcare would approach the in/out-patient mix of Sweden

EUR 8 billion/year?

i.e.; the high Dutch costs are more due to how healthcare is operated – not due to a payment or administrative “model”
Europe is divided into “waiting list territory” (Red) and “non-waiting list territory” (Green).

This is independent of GDP/capita.

Has improved since 2013!
Accessibility not really related to number of doctors!
Money does not necessarily buy better access to healthcare!
If you spend enough time looking at this graph, you will discover that particularly countries in the top keep improving.

Inequity seems to be increasing in Europe after the financial crisis!
More obvious wealth-related clusters
Treatment results keep improving!

Inclination of trend lines for SDR/100 000*) of ischaemic heart disease 1996 - 2012 or available years therein

*) logarithmic values. Source: WHO HfA, April 2014
Treatment results keep improving!

Infant deaths per 1000 live births

(WHO HfA April 2014)

In EHCI 2006, there were 9 Green scores, using the same cut-offs
Money does buy better Treatment Results

Outcomes scores EHCI 2014 vs. HC spend per capita (PPP$)

R = 84%
And yes; wealthy countries have better Outcomes – but not all!

"Big Beveridge" (ES, IT, UK) not quite making it!
An example of a LAP Indicator; “Level of Attention to the Problem”. Wealthy countries can afford admitting patients on weaker indications, but there are deviations!

Greek hospitals have press gangs roaming city streets?
Greeks can somehow carry on spending on drugs and hospital admissions. There is no evidence which supports that public health benefits from dispensing drugs to deceased patients.
Restrictivity with new drugs

**TNF-α inhibitors (new arthritis medication)**

SU:s per 1000 prevalent population 15+; IMS MIDAS database
England and Scotland have separate National Health Services!!!

- Scotland has 10% higher healthcare spend *per capita*
- Could be fair; the public health situation is more troublesome in Scotland
- But the two systems are basically the same, when measured on a scale intended for 36 European countries!
- Scotland 710 – England 718!
- Scotland sadly not providing the open hospital results data of NHS Choices
- There is scant evidence for having separate sets of administrators making a difference *at all* for anything!

Health Consumer Powerhouse
Women should have the right to abortion, but abortion as a contraceptive is not a good idea!

Abortions per 1000 live births
WHO HfA, April 2014

CEE abortion rates on their way down?

Luxembourg, Malta, Poland, Cyprus, Ireland, Austria, Croatia, Montenegro, Switzerland, Greece, Slovakia, Belgium, Netherlands, Germany, Finland, Slovenia, Lithuania, Italy, Albania, Portugal, Czech Republic, UK Scotland, Iceland, FYR Macedonia, UK England, Spain, Norway, Denmark, France, Latvia, Serbia, Sweden, Hungary, Bulgaria, Romania, Bosnia & Herzegovina.
The 2013 indicator on use of antibiotics

Antibiotics use, SU/capita 12 months ending June 2013
IMS MIDAS database
The 2014 indicator on use of antibiotics – who do we trust?

Total antibiotic use in 2011, expressed in number of DDD per 1000 inhabitants per day in 12 European countries and Kosovo as compared to 29 ESAC-Net countries.
“Bismarck Beats Beveridge”

- Bismarck systems dominate the top of EHCI ranking
  - Beveridge systems offer conflicts between loyalty to citizens and loyalty to healthcare system/organisation ("politician home town job preservation")
  - lack of business acumen in Beveridge systems; efficiency gains and cutbacks frequently not differentiated!
  - small Beveridge systems (the Nordic countries) can compete

- “Chaos” systems do better than centrally planned
  - 100’s of thousands of professionals take better decisions and drive development better than central bodies
  - incentives driving quality and productivity are essential!
MORE SLIDES
"The verdict of the people on the medical profession. Swedes are less satisfied with attitudes and communication skills of doctors, says international comparison. Norway and Sweden bottom of 11 countries compared." (Dagens Medicin 2012-02-29)

<table>
<thead>
<tr>
<th>Fråga 1</th>
<th>Fråga 2</th>
<th>Fråga 3</th>
<th>Fråga 4</th>
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</thead>
<tbody>
<tr>
<td>Läkaren spenderar tillräcklig tid med dig</td>
<td>Läkaren uppmuntrar dig att ställa frågor</td>
<td>Läkaren förklarar saker på ett lätt sätt</td>
<td>Läkaren spenderar tid, uppmuntrar frågor och förklarar lätt (JA på fråga 1-3)</td>
</tr>
<tr>
<td>Schweiz</td>
<td>88%</td>
<td>Schweiz</td>
<td>93%</td>
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<tr>
<td>Storbritannien</td>
<td>87%</td>
<td>Schweiz</td>
<td>91%</td>
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<tr>
<td>Nya Zeeland</td>
<td>87%</td>
<td>USA</td>
<td>90%</td>
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<tr>
<td>Nederländerna</td>
<td>87%</td>
<td>Australien</td>
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<tr>
<td>Tyskland</td>
<td>86%</td>
<td>Nya Zeeland</td>
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<td>Australien</td>
<td>85%</td>
<td>Tyskland</td>
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<td>Frankrike</td>
<td>82%</td>
<td>Kanada</td>
<td>86%</td>
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<tr>
<td>USA</td>
<td>81%</td>
<td>Frankrike</td>
<td>85%</td>
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<td>Kanada</td>
<td>77%</td>
<td>Nederländerna</td>
<td>59%</td>
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<td>Norge</td>
<td>71%</td>
<td>Sverige</td>
<td>55%</td>
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<tr>
<td>Sverige</td>
<td>71%</td>
<td>Norge</td>
<td>44%</td>
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</tbody>
</table>

*Andel i procent som svarade JA*

4 800 vuxna svenskar upp till 75 år har ingått i den svenska delen av studien. De telefonintervjuades våren 2011.

The cherished notion that "In Sweden, we provide holistic medicine – in contrast to ‘assembly line medicine’ down on the Continent " lacks evidence!.
Websites with comprehensive information about all registered pharmaceuticals 2013 (OTC and Rx)

- Austria: www.austriacodex.at/avmain/  http://pharmaweb.ages.at/index.jsf
- Belgium: http://www.bcfi.be/, www.pharma.be
- Croatia: http://www.almp.hr/?ln=hr&w=lijekovi
- Denmark: http://medicin.dk/
- Estonia: www.raviminfo.ee
- Finland: www.fimea.fi/lakemedel/produktresumeer/humpl
- France: www.doctissimo.fr
- Germany: www.onmeda.de
- Greece: www.galinos.gr/web/drugs/main/lists
- Hungary: www.ogyi.hu/drug_database/
- Ireland: www.medicines.ie
- Italy: www.prontuariofarmaci.com
- Lithuania: www.vaistai.lt
- Norway: www.legemiddelverket.no/custom/Preparatsok/prepSearch____80333.aspx?filterBy=CopyToConsumer
- Portugal: www.infarmed.pt/infomed/inicio.php
- Slovakia: www.liekinfo.sk
- Slovenia: www.zdravila.net
- Sweden: www.fass.se
- Switzerland: www.kompendium.ch
- U.K.: http://emc.medicines.org.uk/
Why do we not see clearer traces of the financial crisis?

- Healthcare traditionally weak at measuring output/outcomes.
- “The good old days that never were”
- Underlying improvement forces are very strong!
THANK YOU -

SEE IT ALL ON
www.healthpowerhouse.com
What is the secret behind the rapid improvement of Macedonian healthcare performance?“

Nicola Todorov
Minister of Health, Republic of Macedonia