

EURO HEALTH CONSUMER INDEX 2006



Health Consumer Powerhouse

		Austria	Belgium	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Slovakia	Slovenia	Spain	Sweden	Switzerland	United Kingdom	
Patient rights and information	Patients' Rights Law	2	3	3	1	3	2	3	3	1	3	3	2	2	1	3	1	1	3	2	2	2	2	2	1	3	2	
	Patient organisations involved in decision making?	1	2	1	2	2	2	2	1	1	1	1	2	1	2	1	2	1	2	1	2	1	1	1	2	1	2	
	No fault malpractice insurance	1	1	1	1	3	1	3	2	1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	3	1	1	
	Is there a patient ombudsman?	3	2	2	2	1	1	2	1	2	3	3	1	1	1	1	1	1	3	3	1	1	2	2	1	1	3	
	Right to second opinion	3	1	2	2	3	1	2	3	3	2	2	1	2	1	3	3	3	3	2	2	2	3	2	2	3	1	
	Access to own medical record	3	3	2	3	3	2	3	1	2	2	3	2	2	2	3	3	1	3	2	2	3	3	3	3	2	2	
	Repetitive prescriptions available to patients	2	3	3	1	3	2	3	3	2	1	3	2	2	1	1	3	1	3	2	3	1	3	1	3	3	2	
	Access to the e-mail address of family doctor?	1	2	1	1	2	3	2	2	2	1	1	1	1	1	2	1	1	2	2	1	2	1	1	1	2	1	
	Provider catalogue with quality ranking	1	1	2	1	1	1	1	2	1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	3
	Web or 24/7 telephone healthcare info	1	3	1	1	2	2	2	1	2	1	1	1	1	1	1	1	3	2	1	3	1	1	1	1	2	2	3
	Waiting time for treatment	Family doctor same day service	2	3	2	3	3	2	1	3	3	2	3	1	2	3	2	3	3	3	3	2	3	3	1	1	2	2
Direct access to specialist care		2	3	3	3	1	1	1	3	3	2	2	1	1	2	2	3	3	1	1	1	1	1	1	2	3	1	
Knee/hip joint		2	3	1	1	2	1	1	3	3	1	1	1	2	1	1	3	1	2	1	1	1	1	2	1	3	1	
Cancer		2	3	1	1	2	1	1	3	3	1	2	1	2	2	1	3	3	2	1	1	1	1	2	2	3	1	
Heart bypass/PTCA		2	3	1	1	2	1	1	3	3	1	2	1	2	2	1	3	1	3	1	3	1	2	2	1	3	1	
Outcomes	Heart infarct mortality <28 days after hospital	1	2	1	1	1	1	2	2	2	1	1	2	2	1	1	2	1	3	1	1	1	3	2	3	3	3	
	Infant deaths/1000 live births	2	2	2	3	2	1	3	2	2	2	1	1	2	1	1	2	2	2	1	3	1	3	2	3	2	2	
	Breast cancer mortality, SDR/100000	2	1	2	2	1	3	3	2	2	3	1	2	2	1	2	2	2	1	3	3	3	2	3	3	2	1	
	Colorectal cancer mortality, SDR/100000	2	2	2	1	1	3	3	3	2	3	1	2	3	1	2	2	2	2	2	2	1	1	2	3	3	3	
	MRSA infections	2	1	1	2	3	3	3	1	2	1	2	1	1	1	1	2	1	3	2	1	2	2	1	3	1	1	
	Avoidable deaths – Potential years of Life Lost (PYLL)	2	2	2	1	2	1	2	2	2	3	1	2	3	1	1	2	2	3	1	1	1	1	1	2	3	3	2
Provision levels (“generosity” of public healthcare systems)	Cataract operation rates per 100000 citizens (age-adjusted)	3	3	1	1	2	2	3	3	2	2	2	2	3	2	1	3	3	2	1	1	1	3	1	3	2	2	
	Infant poliomyelitis vaccination %	1	2	3	2	2	2	2	3	2	1	3	1	3	3	1	3	2	3	3	2	3	1	2	3	2	2	
	Dental care a part of public healthcare offering?	3	1	1	2	1	1	2	2	3	3	3	1	1	1	2	1	3	1	3	1	1	3	1	2	1	1	
Pharmaceuticals	Rx subsidy %	2	2	1	2	1	2	1	3	3	2	2	3	3	1	1	3	2	3	2	2	3	3	3	2	3	3	
	Layman-adapted pharmacopoeia	1	1	1	1	3	1	2	1	1	1	1	1	1	1	1	1	1	3	1	2	1	1	1	3	1	1	
	Speed of deployment of novel cancer drugs	3	2	2	1	2	2	2	2	2	2	1	2	2	1	1	1	1	2	1	2	1	1	3	2	3	1	
	Access to new drugs	3	1	3	1	1	3	2	1	3	1	3	2	1	1	1	1	1	2	1	2	1	2	2	3	2	3	
Total score	498	533	422	403	473	421	496	576	571	434	453	359	471	365	340	546	463	572	409	435	369	466	434	566	563	436		
Rank	8	7	19	22	10	20	9	1	3	17	14	25	11	24	26	6	13	2	21	16	23	12	17	4	5	15		
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