Euro-Canada Health Consumer Index  2008

Meeting for Policy Experts

Winnipeg – Regina - Calgary
January 22-24, 2008
Euro Canada Health Consumer Index

- Overall picture of healthcare systems from the customer/patient’s POV
- Concentrates on indicators reflecting properties and performance of healthcare systems
- All 27 EU member states + Switzerland, Norway & Canada
- 27 indicators in five sub-disciplines
- Examines Canada in the context of countries sharing a commitment to universally accessible healthcare
Sources:
"any source that can provide reasonably solid data"

- Indata not symmetrical for all countries
- Multiple data sources superimposed
  - "Objective hard facts": WHO, OECD or other statistics, decided policies, regulations, legislation
  - soft data: interviews, patient surveys
  - "official" feedback from Ministries of Health / National Health Agencies
  - Survey to Patient Organisations regarding waiting times commissioned from Patient View: 418 organisations responding in 2007
Scoring system

- Country scores in three grades under each indicator:
  - 3 (green): good (■)
  - 2 (amber): intermediate (○)
  - 1 (red): not-so-good (●); "n.a." = 1

- Total score:
  - Max score: 1000
  - Minimum score: 333
  - calculated as % of maximum score under each sub-discipline - many indicators in one area does not give added weight!
Canada’s rank in the 5 “subdisciplines”

- Patient rights and information: 28th (tied with Poland)
- Waiting times: last place (tied with Ireland and Sweden)
- Outcomes: 4th (tied with Norway and Finland)
- Generosity of public system: 13th (tied with Denmark and Portugal)
- Pharmaceuticals: 23rd (tied with Czech Republic and Hungary)
Canada’s Strengths and Weaknesses

- Cardiac outcomes are excellent, and other outcomes are average
- Cataract surgery is accessible, in an otherwise stingy system
- Waiting times are place us at the very bottom
- Pharmaceutical coverage is very poor compared with Europe
- No culture of “Patients’ Rights”
"Bang-for-the-buck" Adjusted

- The Index with all EU27 + Switzerland, Norway and Canada includes countries with very different financial capacity.
- The BFB Adjusted Index has EHCI scores adjusted in proportion to "the square root of healthcare spend in PPP adjusted $/capita".
  - Square root because money buys a lot more healthcare in a country where a nurse costs €200/month than where she costs €4000!
How can Canada improve?

- “Bismarck advantage”: a split between purchaser and provider with multiple payers, introducing choice and competition
- Performance-based payment for hospitals
- A Patients’ Rights Law with guarantees
- Improved access to medicines
## Area: Patient rights and information

**Weight: 1.5**

<table>
<thead>
<tr>
<th>Patients' Rights-based healthcare law?</th>
<th>Access to own medical record</th>
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<tbody>
<tr>
<td>Patient organisations involved in decision making?</td>
<td>Provider catalogue with quality ranking</td>
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<tr>
<td>No-fault malpractice insurance</td>
<td>Web or 24/7 telephone healthcare info</td>
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<tr>
<td>Right to second opinion</td>
<td>Electronic patient record % penetration in primary care</td>
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<td>Readily accessible register of legit doctors</td>
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**Winners: Denmark (25 of 27)**
<table>
<thead>
<tr>
<th>Waiting time for treatment</th>
<th>Outcomes</th>
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<tr>
<td>Family doctor same day service</td>
<td>Heart infarct mortality &lt;28 days after hospital</td>
</tr>
<tr>
<td>Direct access to specialist care</td>
<td>Infant deaths/ 1000 live births</td>
</tr>
<tr>
<td>&quot;Non-acute major operation&quot;: Heart bypass / PTCA and Knee/hip joint; &lt; 90 days</td>
<td>5-year cancer survival (all cancers except skin)</td>
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<tr>
<td>Cancer; &lt; 21 days for chemotherapy/ radiation</td>
<td>MRSA infections</td>
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<tr>
<td>MRI scan &lt; 7 days</td>
<td>Avoidable deaths - Potential years of Life Lost (PYLL)</td>
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Winners:  
Belgium (15 of 15)  

Winners:  
Sweden (15 of 15)
<table>
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<tr>
<th>Provision levels (&quot;Generosity&quot;)</th>
<th>Pharmaceuticals</th>
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<tr>
<td>Cataract operation rates per 100000 citizens (age-adjusted)</td>
<td>Rx subsidy %</td>
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<tr>
<td>Infant vaccination % (4 diseases)</td>
<td>Layman-adapted pharmacopeia?</td>
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<td>Dental care a part of the offering from public healthcare systems?</td>
<td>Speed of deployment of novel cancer drugs</td>
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<tr>
<td><strong>Kidney transplants per million population</strong></td>
<td><strong>Access to new drugs: time delay between registration and inclusion in benefits system</strong></td>
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**Winners:**
Finland, France, Hungary, Sweden (11 of 12)

**Winners:**
Denmark, Ireland, Netherlands Spain, Sweden, Switzerland (10 of 12)
Opaque and old European Data

Slide from Eur Society of Cardiology – no country identities.

Good projects under way with the Eur Soc of Cardiology to provide data on results for the #1 killer disease in Europe!
Indicators that we would have liked to include
(but had to omit due to confounding factors or lack of data)

<table>
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<tr>
<th>Indicator</th>
<th>Description</th>
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<tbody>
<tr>
<td>Psychiatry:</td>
<td>relative <em>rate of decline of suicide rate since 1990</em></td>
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<tr>
<td>Patient Safety:</td>
<td>Reported adverse events per 1000 admissions</td>
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<tr>
<td>Therapeutical quality:</td>
<td>% reoperations of hip joints</td>
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<tr>
<td>Diabetes:</td>
<td>% of patients with high HbA1c levels</td>
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<td>Informal payments to doctors</td>
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Which healthcare systems do well in the ECHCI?

- The Index does not take into account whether healthcare providers are public, private or hybrid
- States with pluralistic systems, offering consumer choice between both financing bodies and care providers, generally seem to be doing better!
- "Bismarck Beats Beveridge!"
Practical benefits

- Inspiration for learning and improvement; a healthcare system which combines:
  - Danish customer friendliness
  - Swedish medical quality
  - Austrian/Belgian/French/German accessibility
  - British information services
  - Estonian reform speed
  - etc etc etc

would be pretty close to Heaven!

See it all at: www.fcpp.org and healthpowerhouse.com