



# SNS Jornadas Hospitalares 2018

BOAS PRÁTICAS EM SAÚDE

## Euro Health Consumer Index 2017

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**Prof. Arne Björnberg, PhD**

**[info@healthpowerhouse.com](mailto:info@healthpowerhouse.com)**

# The Endemic Condition affecting European public healthcare

☺ **"MDD"**

☺ **Management Deficiency Disorder**

☺ **If (the late) Ingvar Kamprad of IKEA, or Mick O'Leary of Ryanair, would have learned in detail how a typical European hospital is being run, they would have had to be admitted acutely!**



# About Health Consumer Powerhouse

- ✧ 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 Health Consumer Index     | 2005, 2006, 2007, 2008, 2009, 2012 – 2017 |
| ✧ Euro Consumer Heart Index      | 2008, 2016-2017                           |
| ✧ 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

|                                     |                          |
|-------------------------------------|--------------------------|
| ✧ Health Consumer Index             | Sweden 2004, 2005, 2006  |
| ✧ Diabetes Care Index               | Sweden 2006, 2007, 2008  |
| ✧ Breast Cancer Index               | Sweden 2006              |
| ✧ Vaccination Index                 | Sweden 2007, 2008        |
| ✧ Renal Care Index                  | Sweden 2007, 2008        |
| ✧ Smoke Cessation Index             | Sweden 2008              |
| ✧ COPD Index                        | Sweden 2009, Nordic 2010 |
| ✧ Advanced Home Care Index          | Sweden 2010              |
| ✧ Euro-Canada Health Consumer Index | Canada 2008, 2009        |
| ✧ Provincial Health Consumer Index  | Canada 2008, 2009, 2010  |
| ✧ All Hospitals Index               | Sweden 2011              |

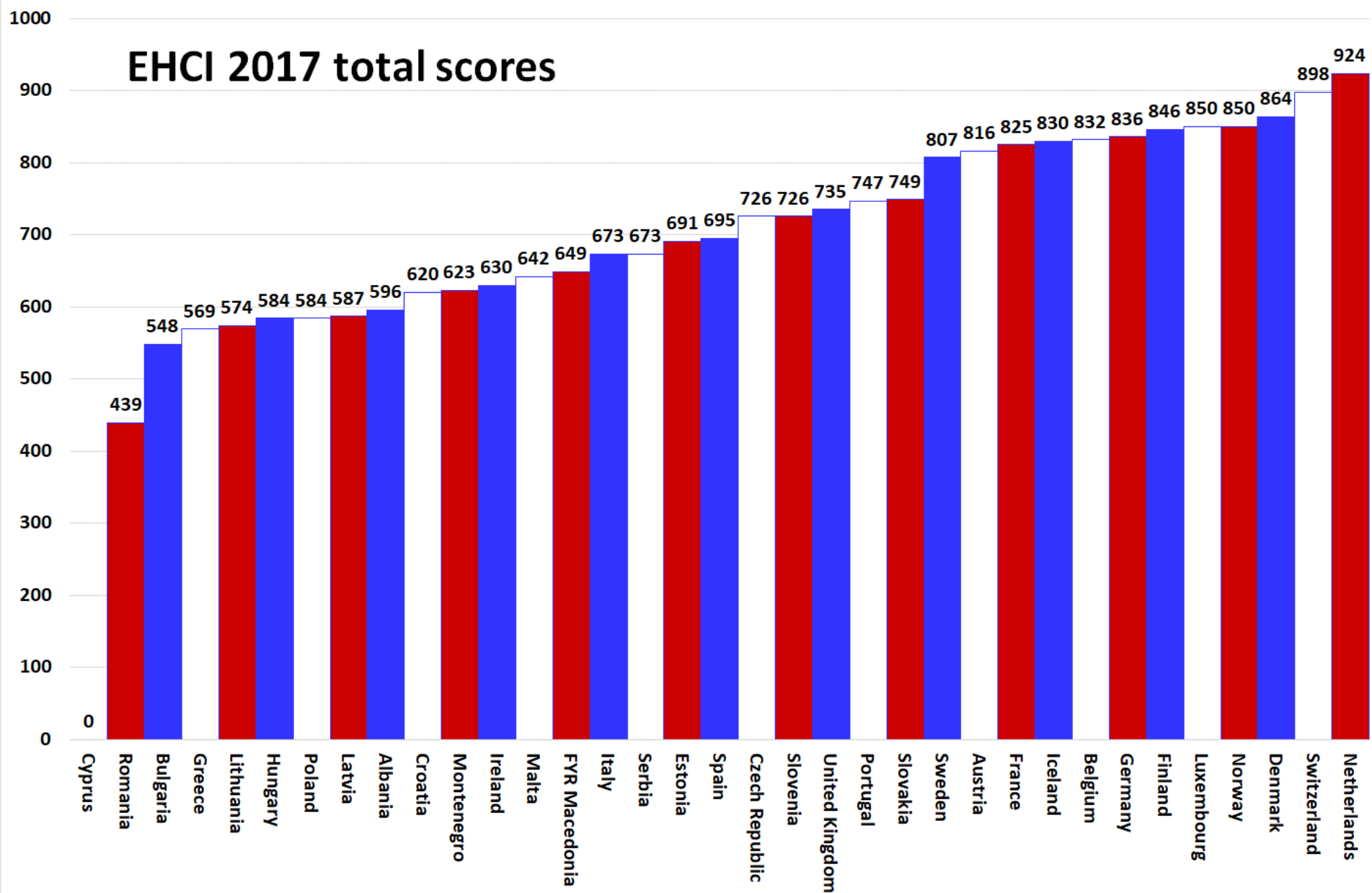


# EuroHealth Consumer Index 2017

| Sub-discipline                                 | Indicator                                   | Albania | Austria | Belgium | Bulgaria | Croatia | Cyprus | Czech Republic | Denmark | Estonia | Finland | France | FYR Macedonia | Germany | Greece | Hungary | Iceland | Ireland | Italy | Latvia | Lithuania | Luxembourg |
|--|---|---------|---------|---------|----------|---------|--------|----------------|---------|---------|---------|--------|---------------|---------|--------|---------|---------|---------|-------|--------|-----------|------------|
| 1. Patient rights and information              | 1.2 Patient org:s involved decision making  |         |         |         |          |         |        |                |         |         |         |        |               |         |        |         |         |         |       |        |           |            |
|  | 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 financed from home    | n.ap.   |         |         |          |         |        |                |         |         |         | n.a.   | n.ap.         |         |        |         |         |         |       |        | n.a.      |            |
|  | 1.9 Provider catalogue with quality ranking |         |         |         |          |         |        |                |         |         |         |        |               |         |        |         | n.ap.   |         |       |        |           |            |
|  | 1.10 Patient records e-accessible           |         |         |         |          |         |        |                |         |         |         |        |               |         |        |         |         |         |       |        |           |            |
|  | 1.11 On-line booking of appointments?       |         |         |         |          |         |        |                |         |         |         |        |               |         |        |         |         |         |       |        |           |            |
|  | 1.12 e-prescriptions                        |         |         |         |          |         |        |                |         |         |         |        |               |         |        |         |         |         |       |        |           |            |
|  | Subdiscipline weighted score                |         | 88      | 113     | 104      | 67      | 96     | 0              | 79      | 117     | 113     | 108    | 104           | 108     | 108    | 58      | 79      | 117     | 75    | 88     | 104       | 104        |
| 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                         |         |         |         |          |         |        |                |         |         |         |        |               |         |        |         |         |         |       |        |           |            |
|  | 2.6 A&E waiting times                       |         |         |         |          |         |        |                |         |         |         |        |               |         |        |         |         |         |       |        |           |            |
|  | Subdiscipline weighted score                |         | 213     | 188     | 213      | 175     | 138    | 0              | 188     | 188     | 163     | 150    | 188           | 200     | 188    | 125     | 138     | 175     | 88    | 150    | 138       | 213        |



# EHCI 2017 total scores





**Total scores in the EHCI 2017.**

**Green: The "800 Club".**  
The tightening of particularly  
Outcomes scores does reward  
more affluent countries.



# EHCI 2017 sub-disciplines

| Sub-discipline                           | Weight<br>(Red = full score) | Doing well            |
|--|------------------------------|-----------------------|
| Patient rights, information and e-Health | 125                          | Netherlands, Norway   |
| Waiting times / Access                   | 225                          | Switzerland, Slovakia |
| Outcomes                                 | 289                          | Finland, Norway       |
| Range & Reach of services provided       | 125                          | Netherlands, Sweden   |
| Prevention                               | 119                          | Norway                |
| Pharmaceuticals deployment               | 89                           | Germany, Netherlands  |



# **EHCI 2017**

## **Important trends**

- ✔ **Treatment results in European healthcare keep improving essentially everywhere!**
- ✔ **EHCI 2017 was overhauled, to become more challenging – less opportunity for longitudinal analysis!**
- ✔ **Savings on pharmaceuticals the most obvious effect of austerity**
- ✔ **Some patterns remarkably stable over time – waiting lists a mental condition?**
  - ✔ **Accessibility has no correlation with finances, mainly because operating a healthcare system without waiting lists is inherently *cheaper* than having them**

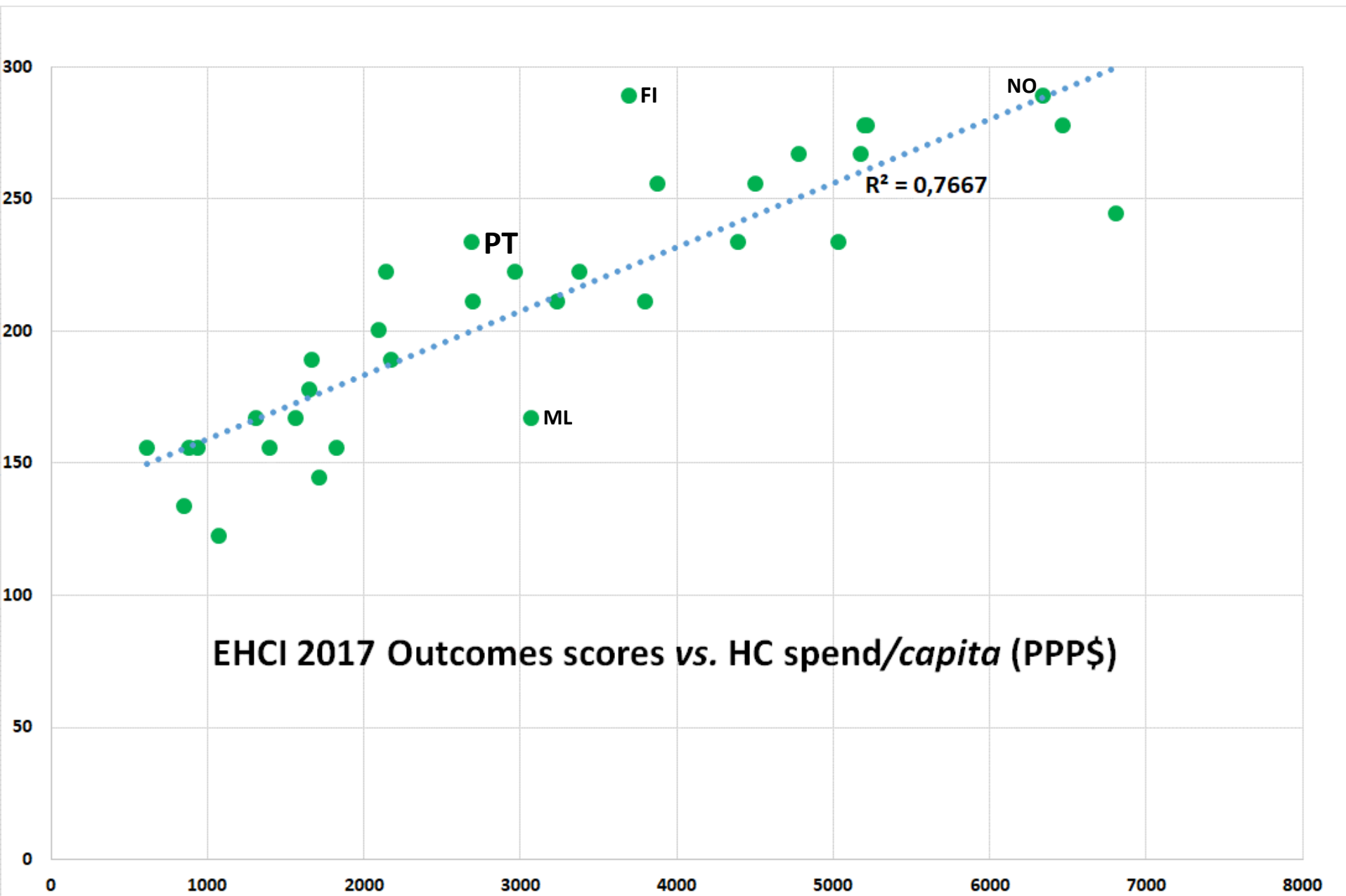




## Outcomes scores In EHCI 2017

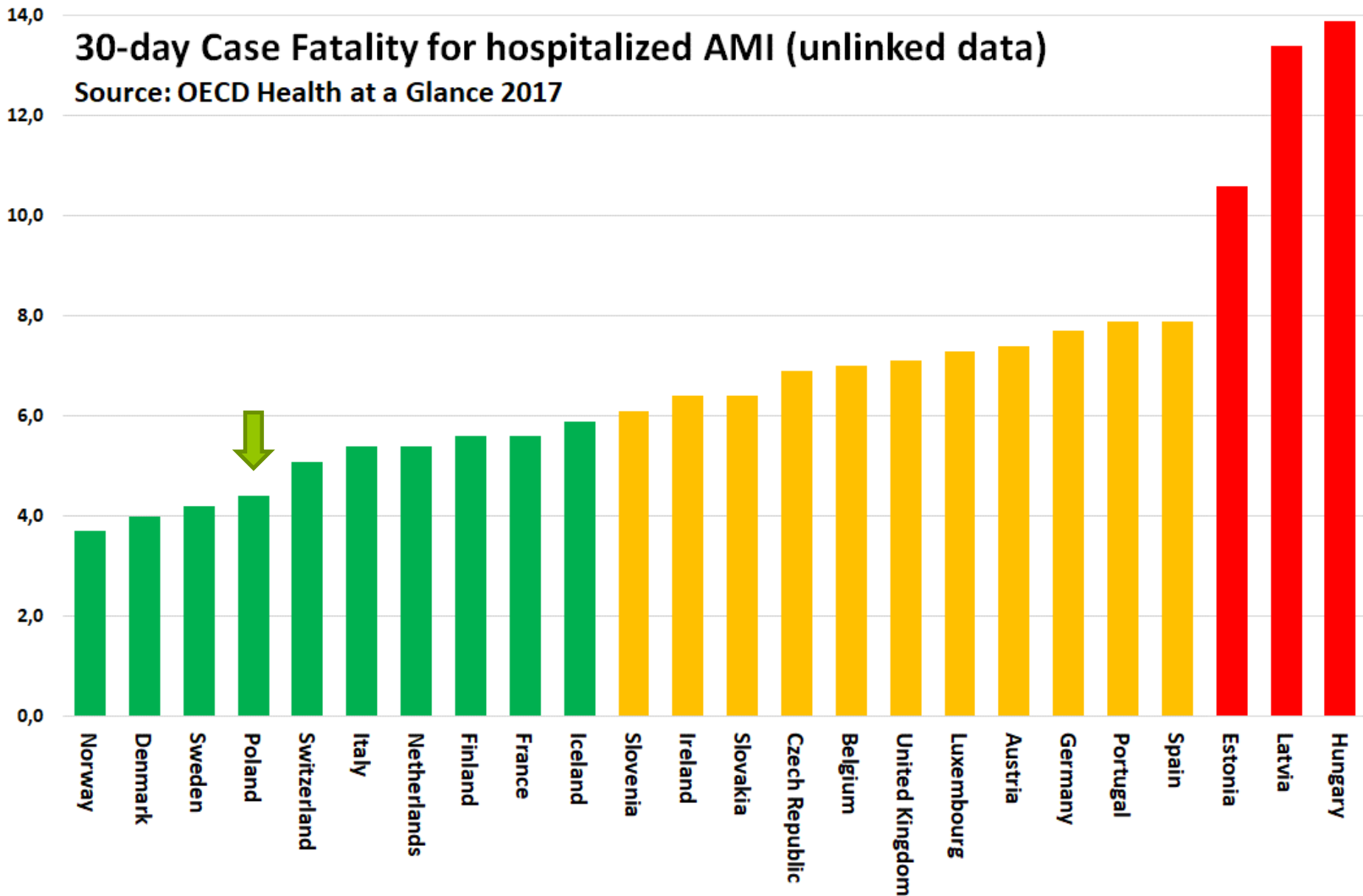


# Money does buy better Treatment Results



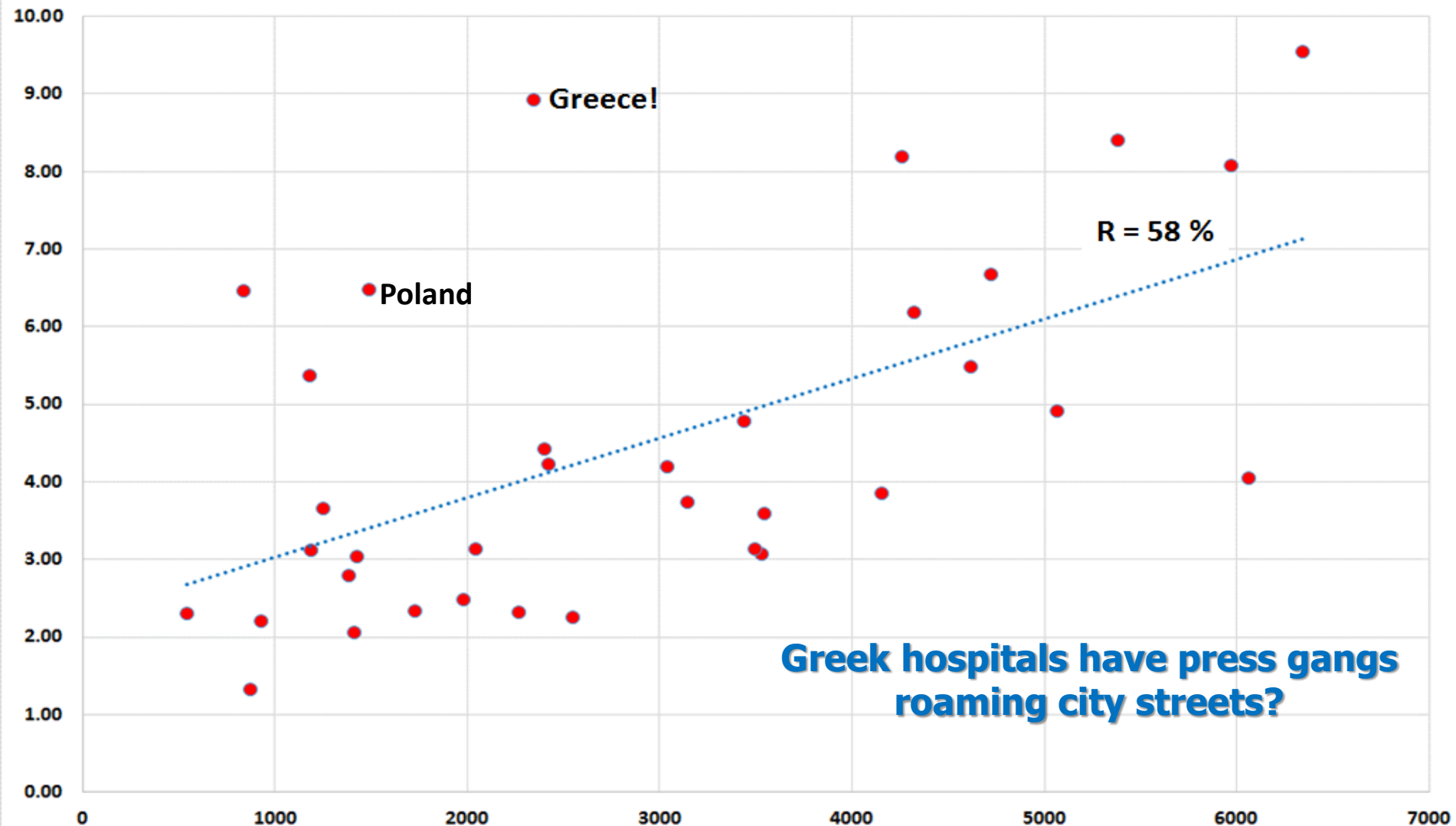
# Poland a center of excellence in cardiac care

## Shows also in the crude number for heart disease SDR's



**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!**

**Ratio of discharges/deaths vs. HC spend/capita (PPP\$)**



**Greek hospitals have press gangs  
roaming city streets?**

# 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?

| Sub-discipline                          | Netherlands | Switzerland | Denmark | Norway | Luxembourg | Finland | Germany | Belgium | Iceland | France | Austria | Sweden | Slovakia | Portugal | United Kingdom | Slovenia | Czech Republic | Spain | Estonia | Serbia | Italy | FYR Macedonia | Malta | Ireland | Montenegro | Croatia | Albania | Latvia | Poland | Hungary | Lithuania | Greece | Bulgaria | Romania | Cyprus |
|---|-------------|-------------|---------|--------|------------|---------|---------|---------|---------|--------|---------|--------|----------|----------|----------------|----------|----------------|-------|---------|--------|-------|---------------|-------|---------|------------|---------|---------|--------|--------|---------|-----------|--------|----------|---------|--------|
| 1. Patient rights & Information         | 125         | 117         | 117     | 125    | 104        | 108     | 108     | 104     | 117     | 104    | 113     | 113    | 113      | 108      | 113            | 108      | 79             | 88    | 113     | 104    | 88    | 108           | 88    | 75      | 88         | 96      | 88      | 104    | 79     | 79      | 104       | 58     | 67       | 71      | xx     |
| 2. Accessibility (waiting times)        | 200         | 225         | 188     | 125    | 213        | 150     | 188     | 213     | 175     | 188    | 188     | 113    | 225      | 137      | 100            | 163      | 188            | 113   | 163     | 200    | 150   | 200           | 150   | 88      | 200        | 138     | 213     | 138    | 125    | 138     | 138       | 125    | 175      | 113     | xx     |
| 3. Outcomes                             | 278         | 278         | 267     | 289    | 244        | 289     | 267     | 233     | 256     | 256    | 233     | 278    | 189      | 233      | 222            | 211      | 222            | 222   | 189     | 167    | 211   | 133           | 167   | 211     | 156        | 178     | 156     | 156    | 167    | 156     | 144       | 200    | 156      | 122     | xx     |
| 4. Range and reach of services provided | 125         | 94          | 120     | 115    | 109        | 120     | 83      | 115     | 115     | 99     | 104     | 125    | 73       | 89       | 109            | 89       | 104            | 94    | 89      | 57     | 73    | 63            | 104   | 78      | 52         | 94      | 42      | 68     | 63     | 78      | 78        | 52     | 47       | 52      | xx     |
| 5. Prevention                           | 107         | 101         | 95      | 119    | 107        | 101     | 101     | 95      | 113     | 95     | 101     | 101    | 83       | 107      | 113            | 83       | 77             | 107   | 77      | 89     | 101   | 89            | 95    | 95      | 77         | 65      | 65      | 77     | 95     | 89      | 65        | 83     | 65       | 48      | xx     |
| 6. Pharmaceuticals                      | 89          | 83          | 78      | 78     | 72         | 78      | 89      | 72      | 56      | 83     | 78      | 78     | 67       | 72       | 78             | 72       | 56             | 72    | 61      | 56     | 50    | 56            | 39    | 83      | 50         | 50      | 33      | 44     | 56     | 44      | 44        | 50     | 39       | 33      | xx     |
| Total score                             | 924         | 898         | 864     | 850    | 850        | 846     | 836     | 832     | 830     | 825    | 816     | 807    | 749      | 747      | 735            | 726      | 726            | 695   | 691     | 673    | 673   | 649           | 642   | 630     | 623        | 620     | 596     | 587    | 584    | 584     | 574       | 569    | 548      | 439     | xx     |

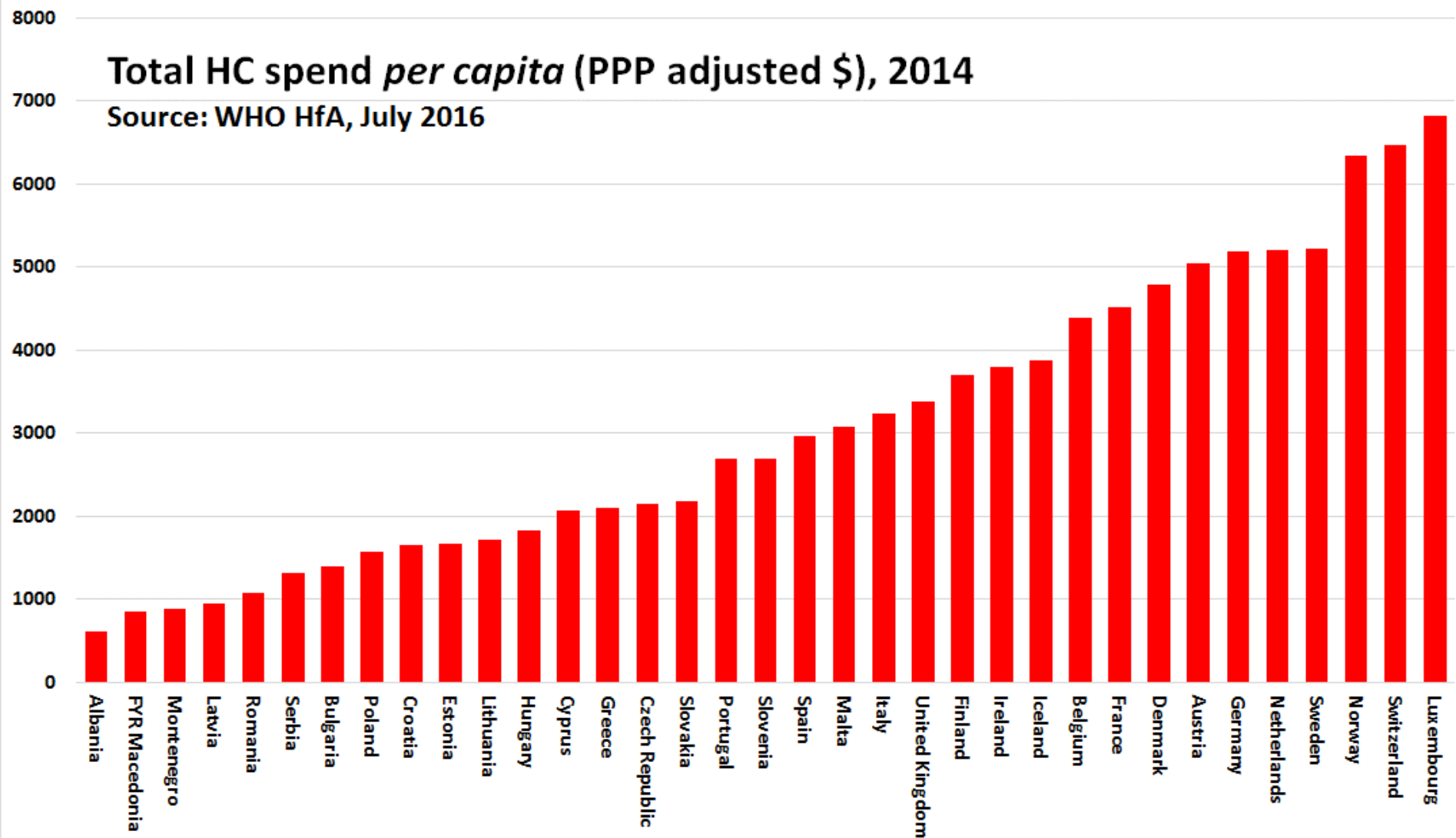
👉 The Netherlands tops 3 sub-disciplines, and has really no weak points

👉 historic waiting time problems largely rectified

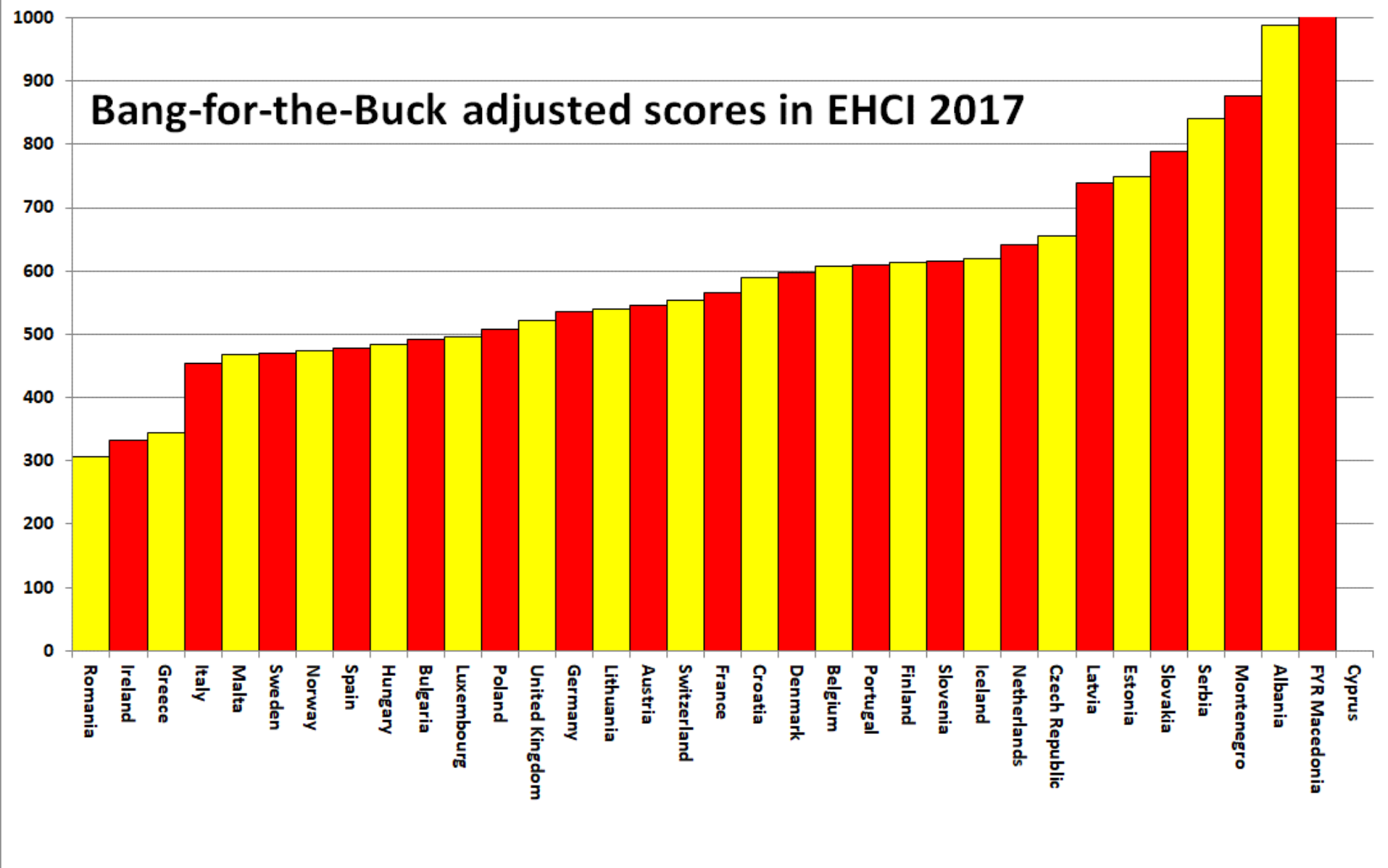


## Total HC spend *per capita* (PPP adjusted \$), 2014

Source: WHO HfA, July 2016



**Other countries, particularly Germany and Sweden, have caught up!**



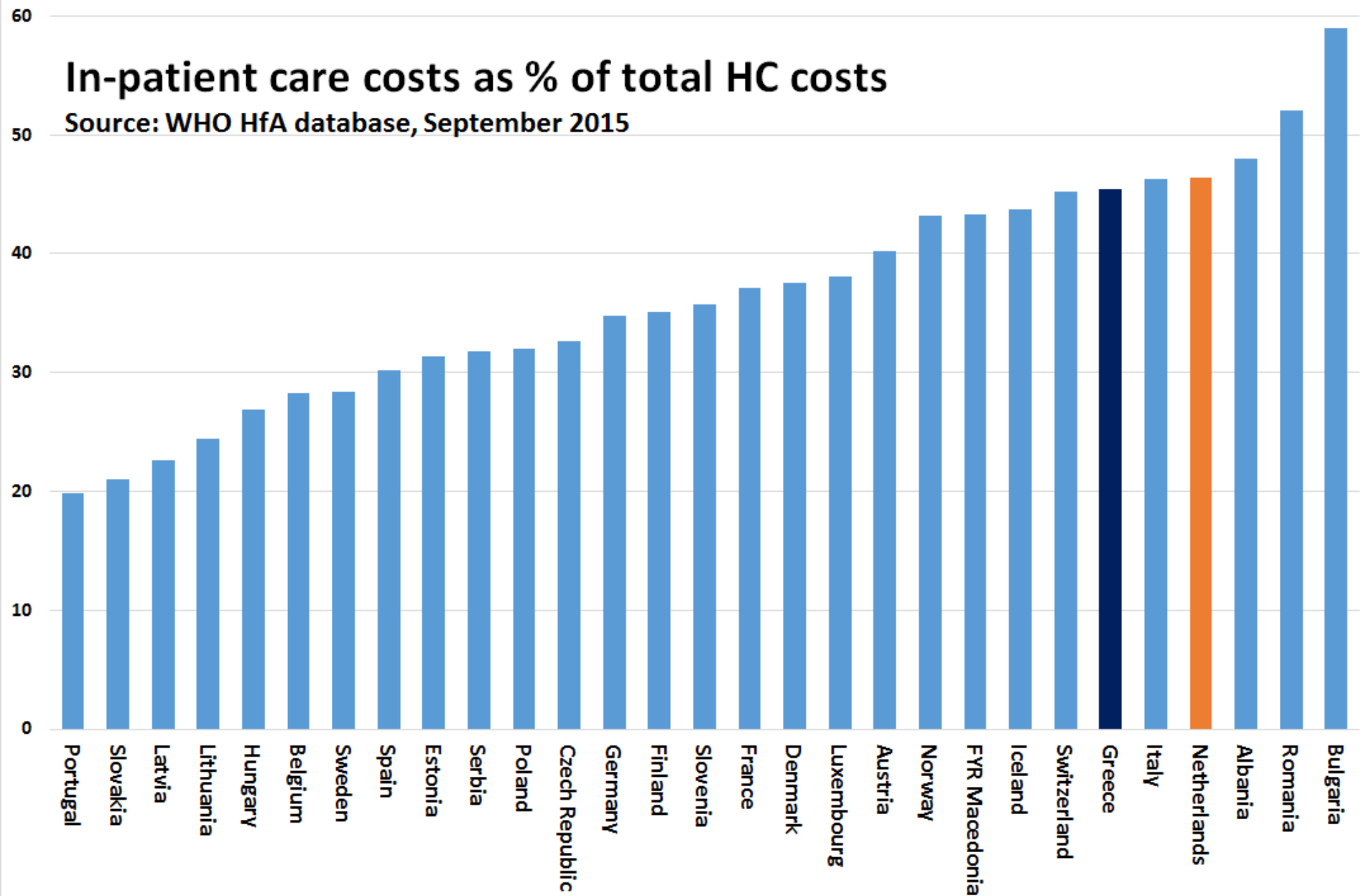
**Macedonia no longer winning only because of limited finances!  
Albania, Montenegro, Serbia, (and Slovakia; could be an effect of  
the model) seem to give good value for money in healthcare!**





# In-patient care costs as % of total HC costs

Source: WHO HfA database, September 2015

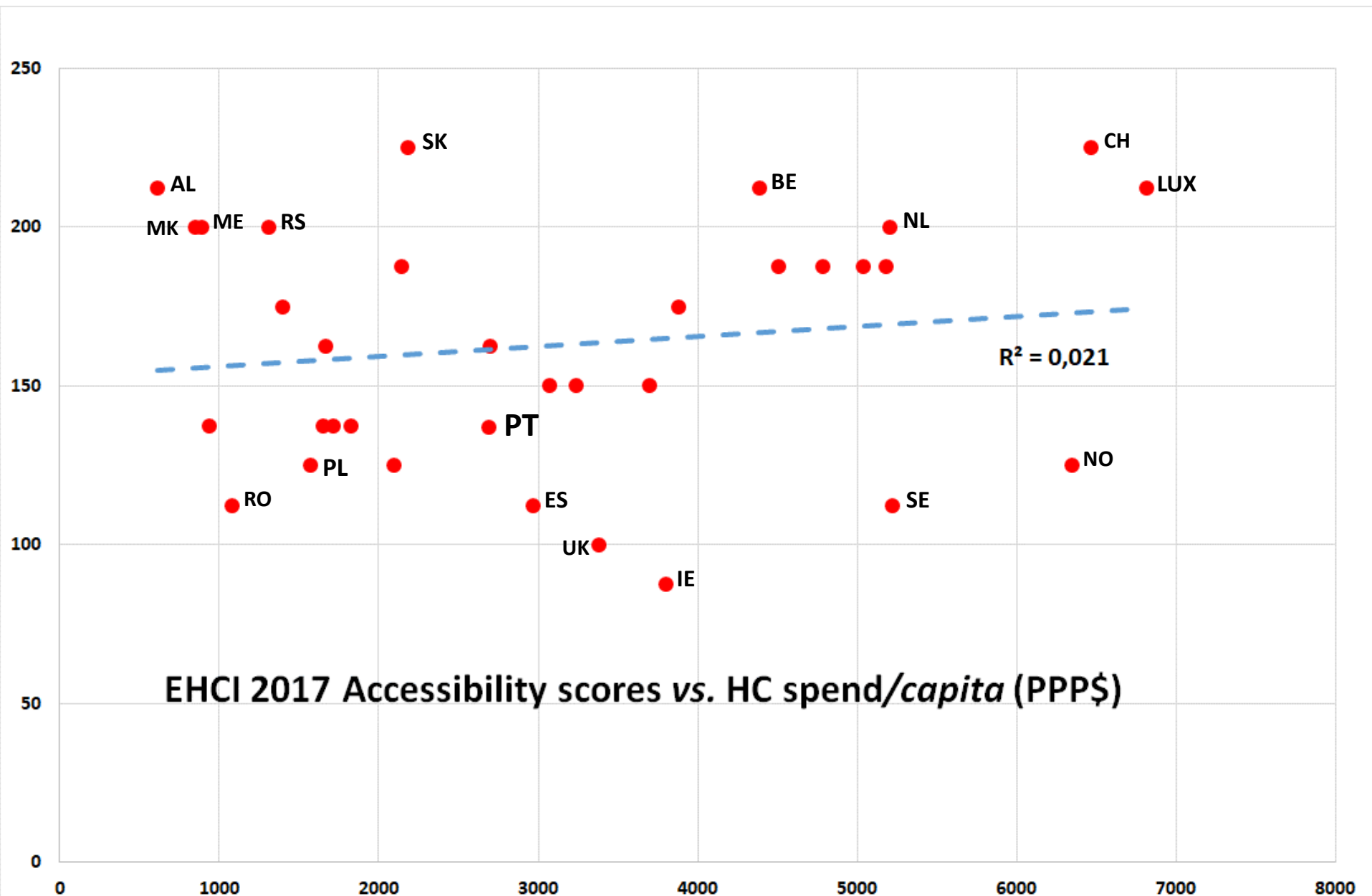


**Costs are not *model*-dependent – they depend on how a country manages and operates its healthcare services!**

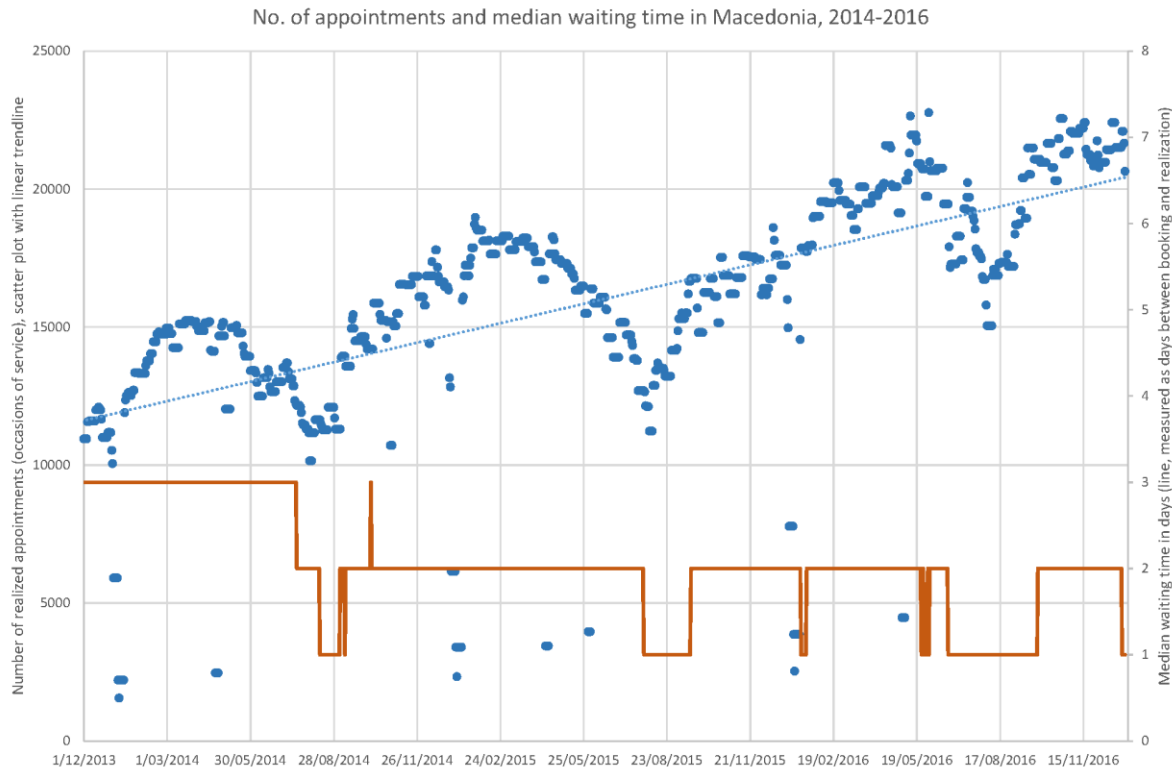
## Accessibility in EHCI 2017



# There is no correlation between finances and accessibility!



# FYR Macedonia – the first country in Europe to entirely eliminate waiting times!



**This is a solution giving Real Time overview of where clinical resources are available – not just moving referrals from pigeon holes to cyberspace!**

**Brown line:**  
**Waiting times, and yes, the scale is 1 – 2 *days*!**

**Macedonia: You are looking at an actual 70 %(!) productivity gain in three years after IT-enabling referral system!**

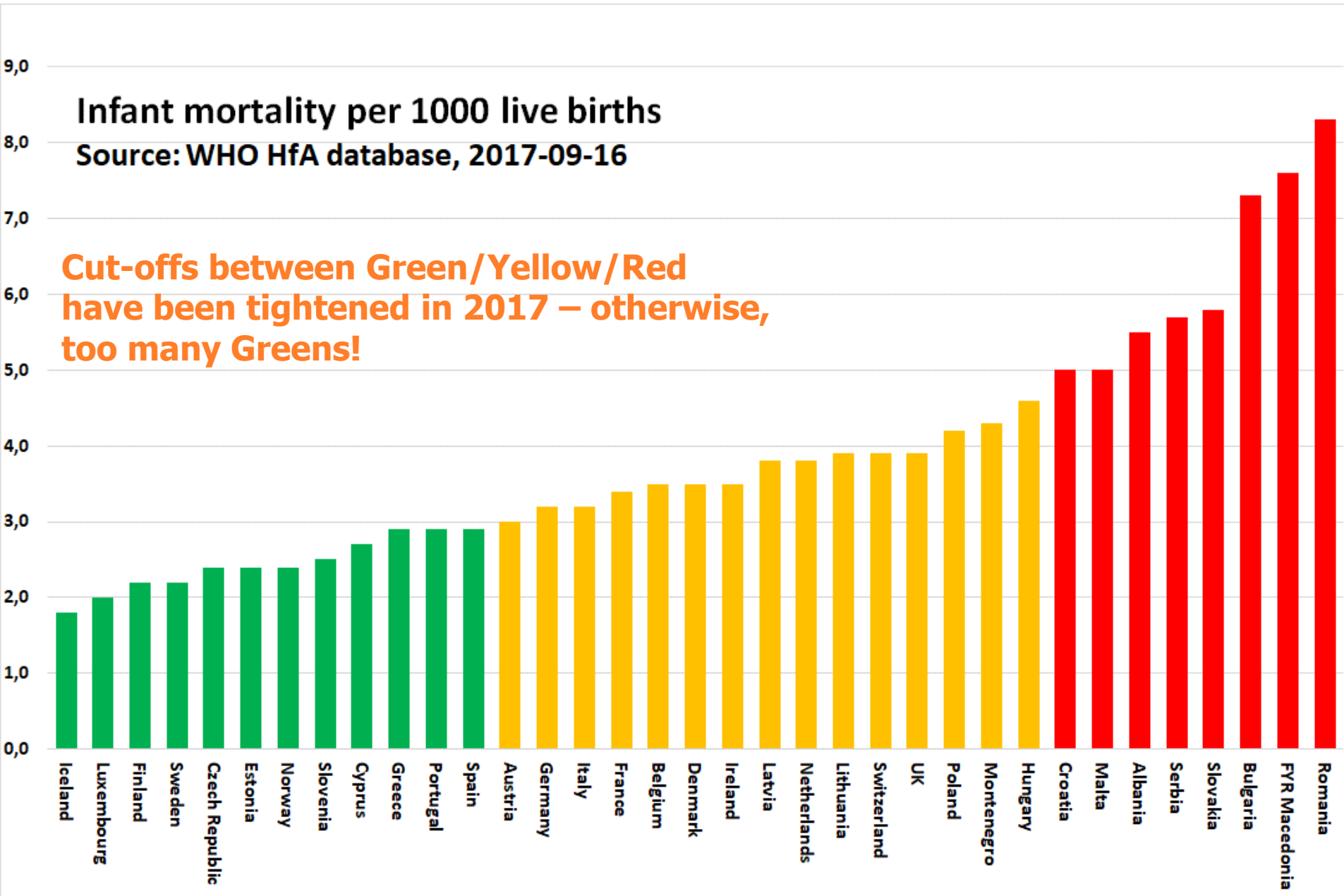


# Treatment results keep improving!

Infant mortality per 1000 live births

Source: WHO HfA database, 2017-09-16

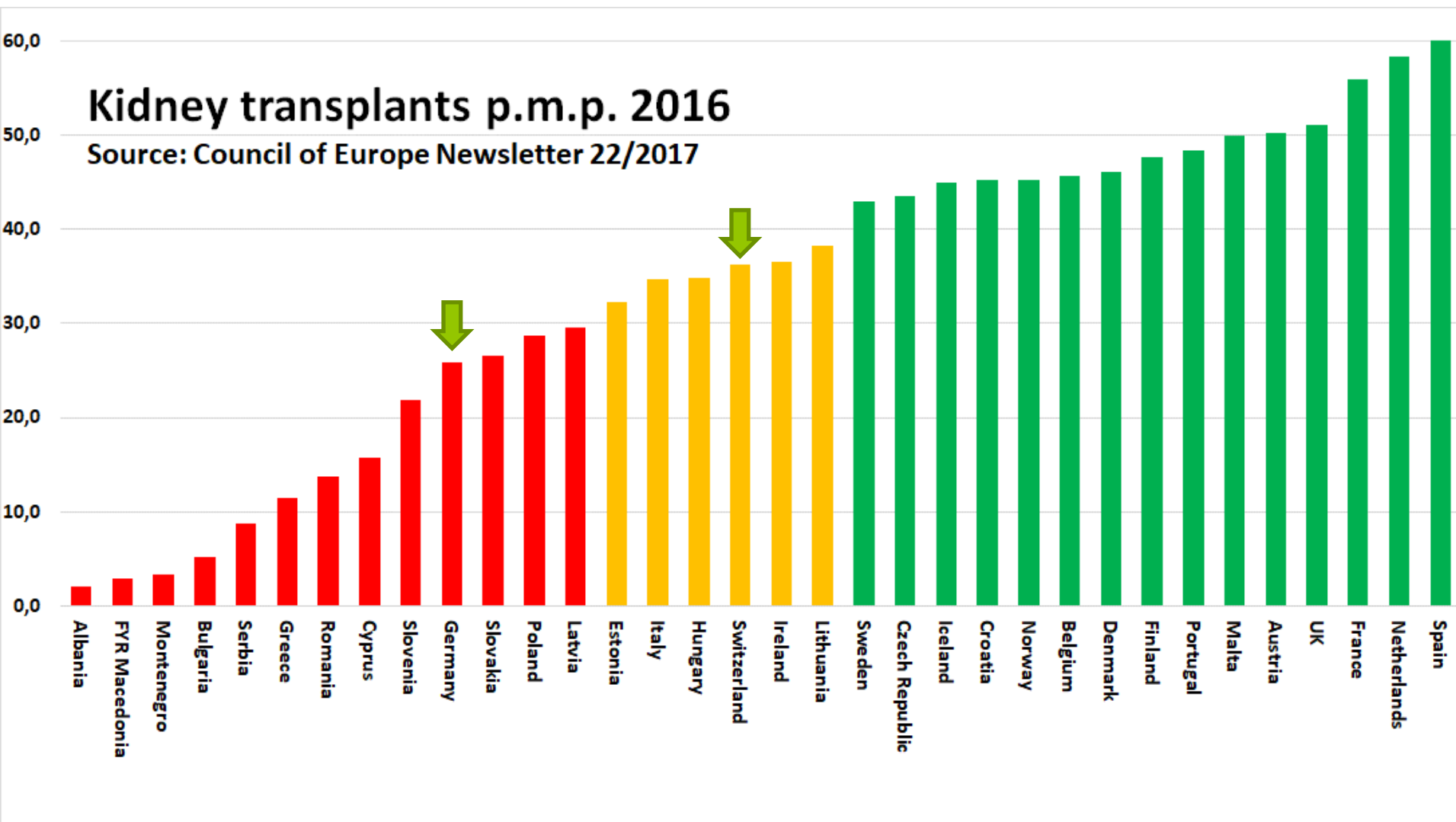
Cut-offs between Green/Yellow/Red  
have been tightened in 2017 – otherwise,  
too many Greens!



# Sometimes money buys worse healthcare

## Kidney transplants p.m.p. 2016

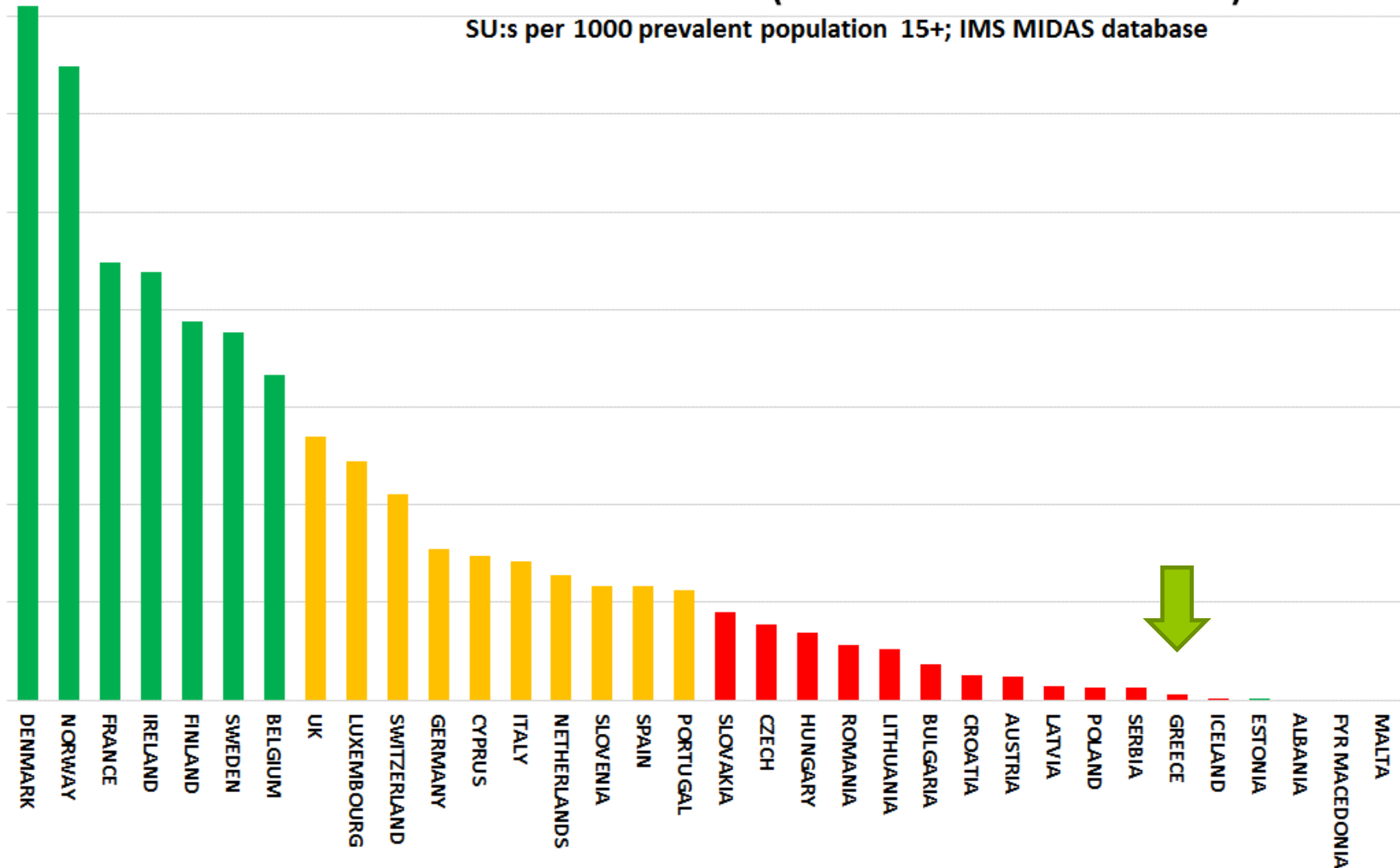
Source: Council of Europe Newsletter 22/2017



# Restrictivity with new drugs

## TNF- $\alpha$ inhibitors (new arthritis medication)

SU:s per 1000 prevalent population 15+; IMS MIDAS database



# "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!**
  - ☺ **Hospitals still budgeted for having beds and staff!**
  - ☺ **small Beveridge systems (the Nordic countries) can compete**



- ☺ **100's of thousands of professionals take better decisions and drive development better than central bodies**
- ☺ **The essential characteristic of Bismarck systems is the *separation* of financing decisions and operative decisions – *finansors should not micro-manage hospitals!***





THANK YOU -

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