

Euro Patient Empowerment Index 2009



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| SUBDISCIPLINE | INDICATOR | Austria | Belgium | Bulgaria | Croatia | Cyprus | Czech Republic | Denmark | Estonia | Finland | France | FYR Macedonia | Germany | Greece | Hungary | Ireland | Italy | Latvia | Lithuania | Luxembourg | Malta | Netherlands | Norway | Poland | Portugal | Romania | Slovakia | Slovenia | Spain | Sweden | Switzerland | United Kingdom | |
|----------------------|---|------------|------------|------------|------------|------------|----------------|------------|------------|------------|------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|----------------|-----|
| Patients' rights | Healthcare law based on Patients' Rights | ● | ● | ○ | ● | ● | ○ | ● | ● | ● | ● | ○ | ● | ● | ○ | ● | ○ | ○ | ○ | ○ | ○ | ● | ● | ○ | ○ | ○ | ● | ● | ○ | ○ | ○ | ○ | |
| | Right to choose among providers, domestic | ● | ○ | ● | ○ | ○ | ○ | ● | ● | ○ | ● | ○ | ○ | ● | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | |
| | Right to choose among providers, EU | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | |
| | Direct access to specialist | ● | ● | ○ | ○ | ● | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | |
| | Patient organisations involved in decision making | ○ | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | |
| | No-fault malpractice insurance | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Right to second opinion | ● | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Access to own medical record | ● | ○ | ● | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Voluntary national screening programme | ○ | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | n.a. | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Subdiscipline weighted score | | 352 | 389 | 259 | 278 | 333 | 296 | 370 | 352 | 389 | 278 | 370 | 370 | 389 | 278 | 333 | 241 | 407 | 407 | 259 | 352 | 389 | 315 | 222 | 278 | 352 | 407 | 278 | 333 | 426 | 278 | |
| Information | Provider catalogue with quality ranking | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | |
| | Register of legit doctors | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | |
| | Web or 24/7 telephone HC info with interactivity | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Letters (e.g. from specialist to GP) copied to patients | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Layman-adapted pharmacopeia? | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Subdiscipline weighted score | | 200 | 100 | 120 | 140 | 140 | 180 | 260 | 220 | 240 | 180 | 120 | 200 | 120 | 200 | 180 | 160 | 120 | 160 | 140 | 200 | 220 | 160 | 120 | 160 | 140 | 200 | 180 | 140 | 180 | 140 | 220 |
| HTA | Dedicated HTA agency with patient influence | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Subdiscipline weighted score | | 53 | 53 | 27 | 27 | 27 | 53 | 80 | 27 | 53 | 53 | 27 | 53 | 27 | 53 | 53 | 53 | 53 | 27 | 27 | 53 | 53 | 53 | 27 | 27 | 27 | 27 | 53 | 53 | 53 | 80 | |
| Financial incentives | Right to choose between insurances | ○ | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Informal payments to doctors | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Patient co-payment | ● | ● | ● | ● | ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Subdiscipline weighted score | | 80 | 120 | 67 | 67 | 93 | 80 | 67 | 80 | 93 | 80 | 67 | 120 | 40 | 53 | 93 | 67 | 80 | 40 | 80 | 53 | 107 | 93 | 40 | 80 | 40 | 107 | 80 | 67 | 93 | 120 | 67 |
| TOTAL SCORE | | 685 | 662 | 473 | 511 | 593 | 610 | 777 | 679 | 739 | 702 | 491 | 744 | 557 | 696 | 604 | 613 | 494 | 661 | 654 | 539 | 732 | 696 | 528 | 489 | 484 | 685 | 694 | 538 | 660 | 739 | 644 | |
| RANK | | 10 | 13 | 31 | 26 | 21 | 19 | 1 | 12 | 3 | 6 | 28 | 2 | 22 | 7 | 20 | 18 | 27 | 14 | 16 | 23 | 5 | 7 | 25 | 29 | 30 | 10 | 9 | 24 | 15 | 3 | 17 | |

- = Good
- = Intermediary
- = Poor
- n.a = Data not available

Euro Patient Empowerment Index 2009 at a glance:

Winner: Denmark
Runner-up: Germany
Third place: Switzerland and Finland

Produced with an unrestricted research grant from Novartis
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