

Health Consumer Powerhouse Frontier Centre for Public Policy

Euro-Canada Health Consumer Index 2008

Health Consumer Powerhouse
Frontier Centre for Public Policy
FC Policy Series No. 38

Number of pages: 46

You are welcome to quote this report
referring to the source.

© Health Consumer Powerhouse AB,
&
Frontier Centre for Public Policy

ISSN 1491-78

Contents

1. EXECUTIVE SUMMARY	2
2. INTRODUCTION.....	3
2.1 BACKGROUND.....	3
2.2 PROJECT MANAGER.....	4
3. INDEX SCOPE.....	4
3.1 INDICATOR AREAS (SUB-DISCIPLINES).....	4
3.2 SCORING.....	5
3.3 INDICATOR DEFINITIONS AND DATA SOURCES FOR THE ECHCI 2008	8
3.4 THRESHOLD VALUE SETTINGS.....	13
3.5 SYMMETRY OF IN-DATA	13
4. HOW DOES CANADA COMPARE TO EUROPE?	13
4.1 PATIENT RIGHTS AND INFORMATION.....	14
4.2 WAITING TIMES	16
4.3 OUTCOMES	17
4.4 GENEROSITY.....	18
4.5 PHARMACEUTICALS	19
5.WHERE DOES ONE FIND THE MOST CONSUMER-FRIENDLY HEALTHCARE? 21	
5.1 GENERAL OVERVIEW	21
5.2 THE INDEX OUTCOMES	21
5.3 RESULTS SUMMARY	24
5.4 NATIONAL AND ORGANIZATIONAL CULTURES.....	29
6. BANG-FOR-THE-BUCK ADJUSTED SCORES	29
6.1 BFB ADJUSTMENT METHODOLOGY.....	29
6.2 RESULTS IN THE BFB SCORE SHEET.....	31
7. HOW THE ECHCI WAS BUILT	32
7.1 STRATEGY	32
7.2 THE STARTING POINT: EURO HEALTH CONSUMER INDEX 2007	33
7.3 PRODUCTION PHASES	33
8. HOW TO INTERPRET THE INDEX RESULTS.....	35
9. REFERENCES.....	36
9.1 MAIN SOURCES	36
9.2 USEFUL LINKS	36
10. FAQs.....	38