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# What can Canada learn from European healthcare?

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Health Centre  
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# How it all started

- The Stockholm Healthcare Revolution 1990-
- DRG (pay for performance), purchaser–provider split, competition for contracts, enterprised hospitals.
- Better productivity, waiting lists disappeared.
- Choice, waiting time guarantee, mobility.
- Internal markets and choice require consumer information!
- To impact reform in Scandinavia, UK (Canada?)



**“When performance is measured,  
performance improves...”**

**“When performance is measured  
and reported back, the rate of  
improvement accelerates.”**

*Pearson's Law*



Thus there is a clear and present  
need for a coordinated central  
measurement of performance.



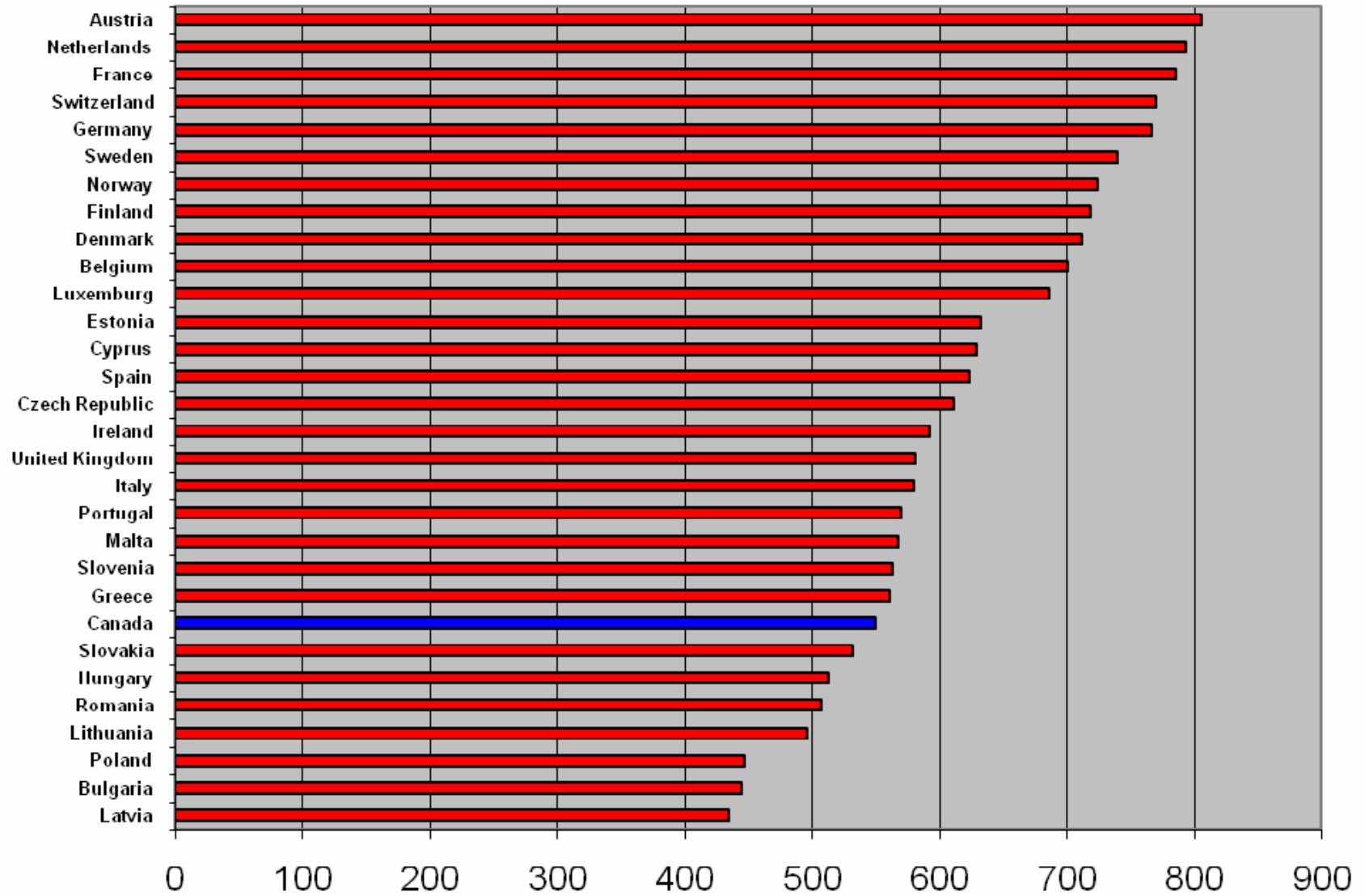
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# 2008 Euro-Canada Health Consumer Index

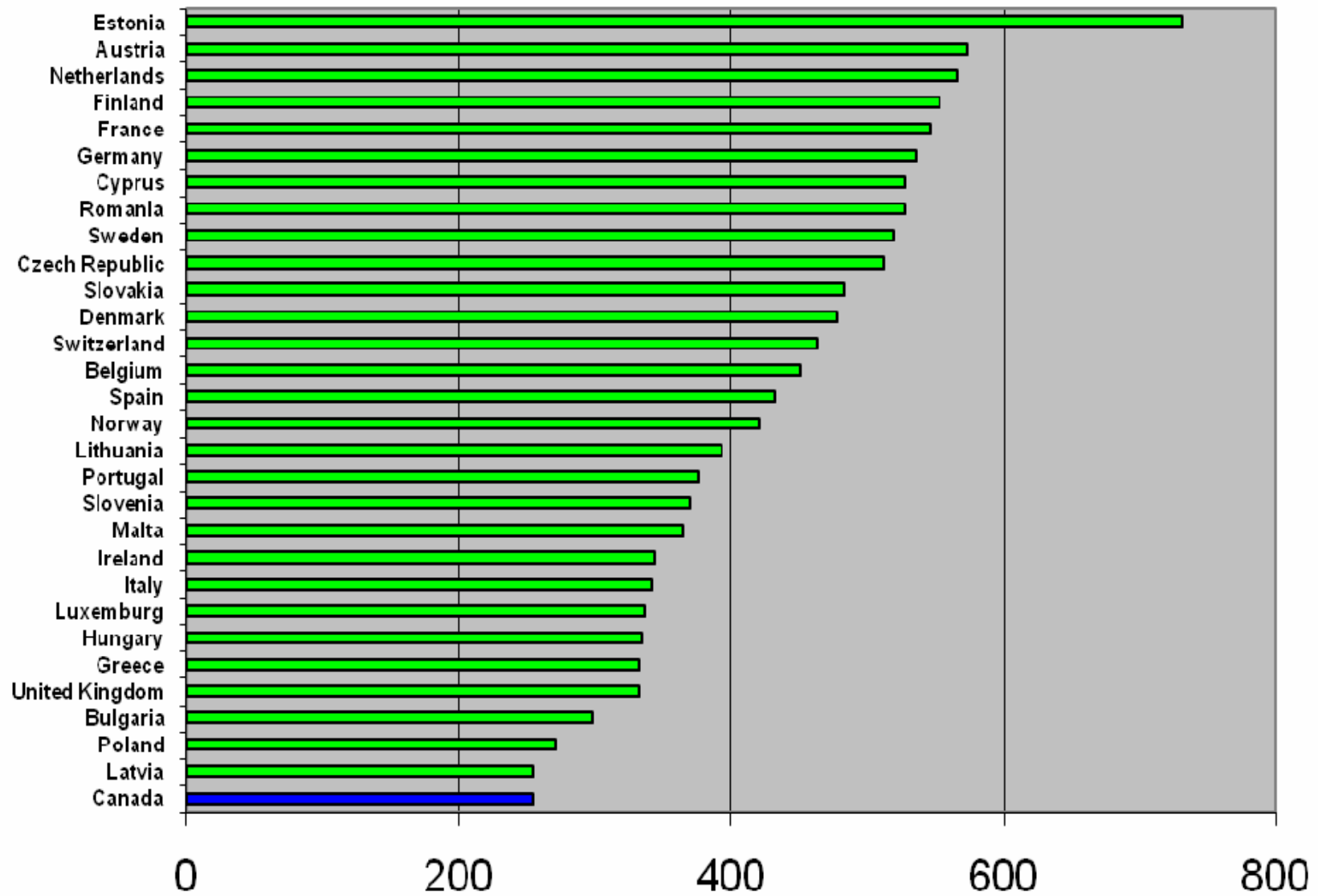
- Overall picture of healthcare systems from the customer/patient's POV
- Concentrates on indicators reflecting properties and performance of healthcare systems
- All 27 EU member states + Switzerland, Norway & Canada
- 27 indicators in five sub-disciplines
- Examines Canada in the context of countries sharing a commitment to universally accessible healthcare.



## Canada in Total Index Score



# Best value for money where?



## Why? Canadian outcomes (in short)

- Cardiac outcomes are excellent, and other treatment outcomes are average
- Cataract surgery is accessible, in an otherwise stingy system
- Waiting times place Canada at the very bottom
- Medicines coverage is very poor compared to Europe
- No culture of “Patients’ Rights”
- Overall, poor value for money.

(Full outcomes as [www.healthpowerhouse.com](http://www.healthpowerhouse.com), [www.fcpp.org](http://www.fcpp.org) ).



# What to learn?

- The “Bismarck advantage”: a split between purchaser and provider with multiple payers, introducing choice and competition
- Performance-based payment for hospitals – rational incentives
- A Patients’ Rights Law with practical guarantees
- Improved access to medicines
- Public outcomes comparisons.





# Is Canada that different from Europe?

- Waiting?
- User-friendliness?
- Choice?
- Quality?
- Information?

We don't think so!



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