

Healthcare System Survey

Comparative study into the perception of European Healthcare Systems:
Analysis of Germany, France, Spain and Portugal



SIGMADOS

IDIS
Instituto para el Desarrollo
e Integración de la Sanidad

Contents

0 Page 3	Introduction	3 Page 24	Global comparison
1 Page 6	Technical sheet and sample description	4 Page 30	Summary and main conclusions
2 Page 12	Socio-sanitary Well-being Index (SWI) per country for each aspect		



INTRODUCTION

At the Institute for Health Development and Integration (IDIS), **a study into healthcare in Europe** has been carried out, where the **main objective** was to carry out a **comparative analysis**. The analysis of **four countries (Germany, France, Spain and Portugal)** was taken as a reference.

To this end, an **opinion poll** was carried out among the citizens of the 4 countries. In this poll, the citizens rated different aspects of their country's healthcare system. Based on these ratings, a healthcare system **satisfaction index** was prepared, which makes it possible to identify the differences between different health systems. This index has been created in a way that:

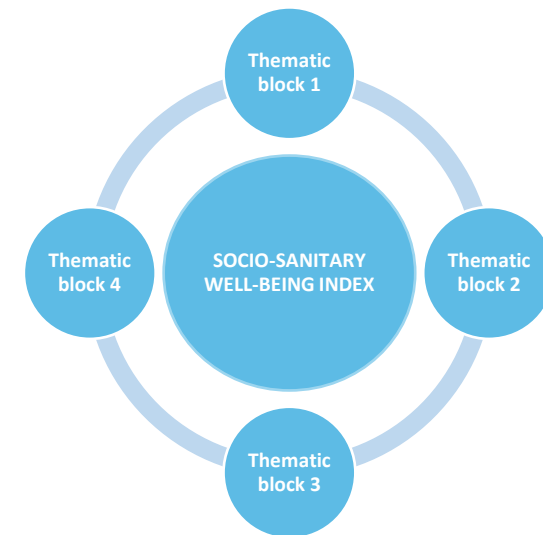
- ▶ Conveys the **situation** the healthcare system is in in each country, analysed in a **precise** and **synthetic** manner.
- ▶ Allows us to make **comparisons** between the different countries analysed with the goal of identifying fundamental differences.
- ▶ Contributes a clear **vision** on the weaknesses, strengths, threats and opportunities of each health system.

THE SOCIO-SANITARY WELL-BEING POLL AND INDEX (SWI)

Based on the variables defined in the poll and the results obtained, the **satisfaction index** was created. We call it the **Socio-Sanitary Well-being Index (SWI)**. With the help of this index, we have obtained **comparable results** among the countries analysed in the following manner:

- ▶ The formula used is that of a **complex index** with a weighted arithmetic mean, which yields a score **between 0 and 100**.
 - ▶ $I_i = (X_i * P_i) / I_0 - 1$
 - ▶ $I_0 = X_0 * P_0$
- ▶ Where P_i is the arithmetic mean of significance for each area of evaluation for each question, aspect, country or model at a given time i .
- ▶ Where X_i is the specific arithmetic mean for each area of evaluation for each question, aspect, country or model at a given time i .
- ▶ Where I_0 is the value of the reference index for an initial stage 0, and X_0 and P_0 are its analogues.

In addition to the index that is created on the aspects that group the questions of the poll, a **synthetic index** has also been used for each country, which is the result of the arithmetic mean of the indexes for each aspect. A global index has also been created, which is a result of applying the index to all the responses in general.





TECHNICAL SHEET AND SAMPLE DESCRIPTION



SCOPE

Resident population in Germany, France, Spain and Portugal ages 18 and above



SURVEY

Computer-assisted web interview (CAWI).



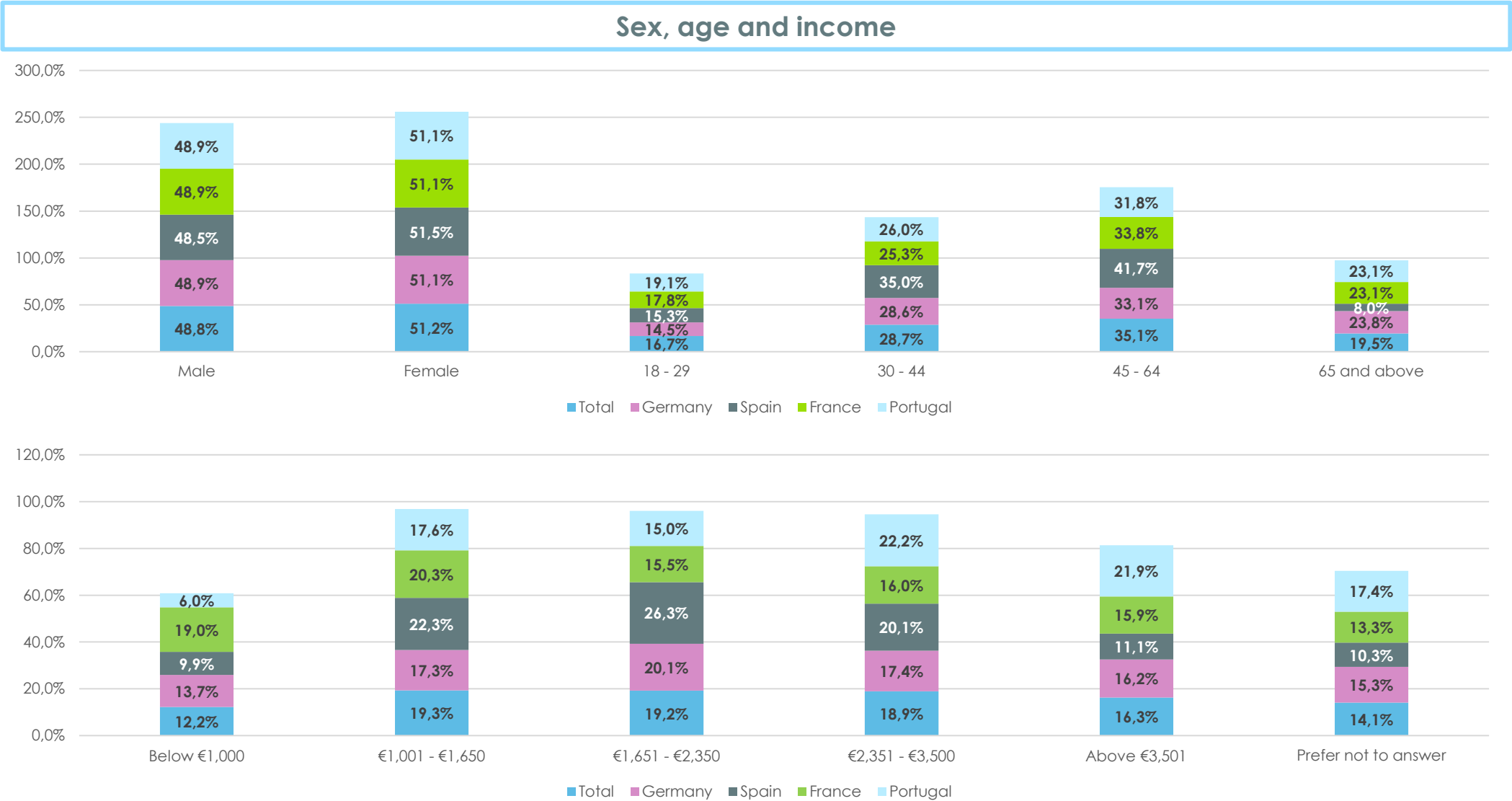
DATE

The surveys were conducted from 28 February until 24 March 2023.



SAMPLE

A total of 1,500 interviews per country with the general population participating in an online panel. A total of 6,000 interviews.

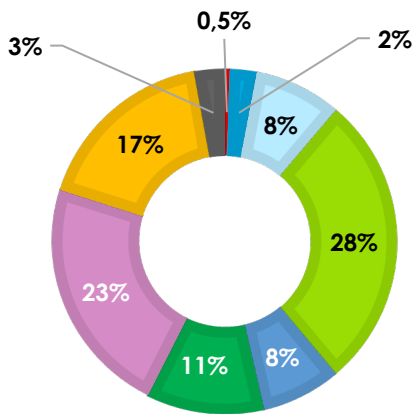


Basis: total population

Level of education

- Lower than primary school
- Primary school
- Lower secondary education (ESO. Basic Professional Training)
- Higher secondary education (high school Intermediate training cycles)
- Post-secondary education (lower level)
- Higher Level Professional Training
- Bachelor's degree or higher education (Degree Programmes Higher Technical Education)
- Master's Degree or equivalent higher education
- PhD or equivalent higher level of education

Total



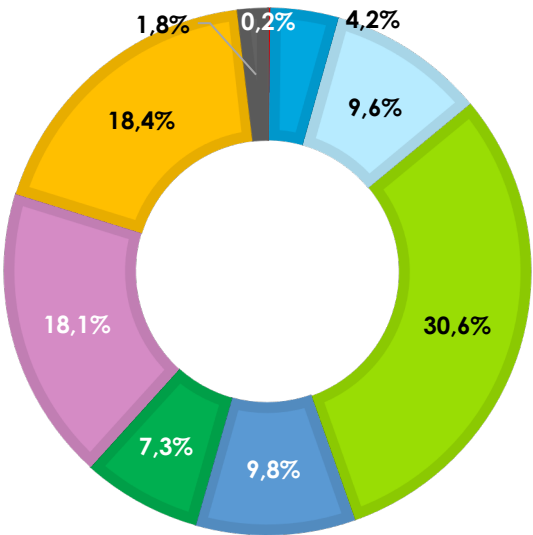
The most prevalent levels of education in the sample are secondary education (27.7%), Degree or Bachelor's Degree (22.5%) and Master's Degree (17.3%).

Basis: total population

Level of education

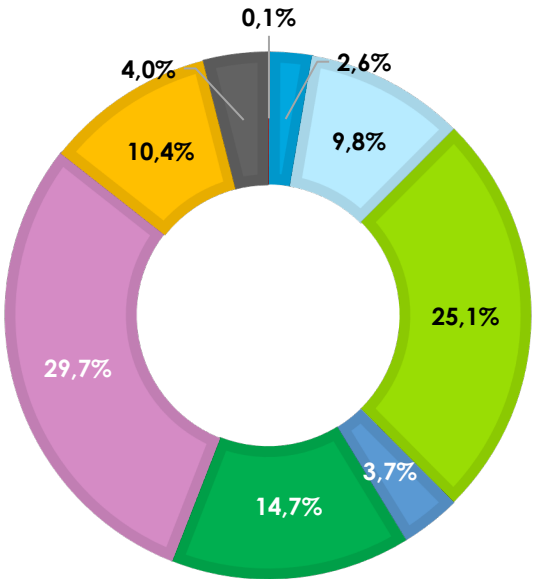
- Lower than primary school
- Primary school
- Lower secondary education (ESO. Basic Professional Training)
- Higher secondary education (high school Intermediate training cycles)
- Post-secondary education (lower level)
- Higher Level Professional Training
- Bachelor's degree or higher education (Degree Programmes Higher Technical Education)
- Master's Degree or equivalent higher education
- PhD or equivalent higher level of education

Germany



The most prevalent levels of education in Germany are higher secondary education (30.6%), Master's Degree (18.4%) and Degree or Bachelor's Degree (18.1%).

Spain



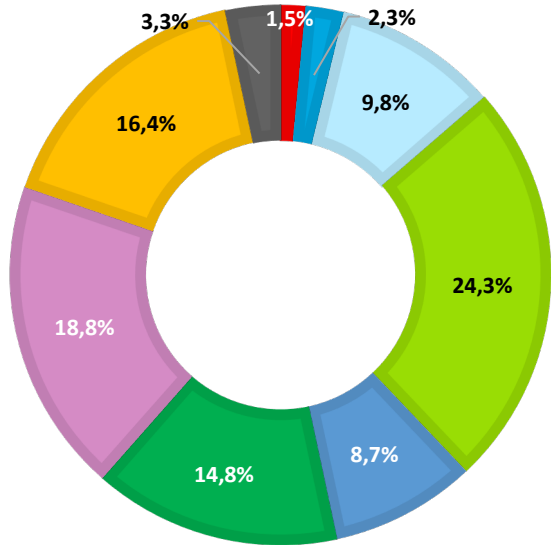
The most prevalent levels of education in Spain are Degree or Bachelor's Degree (29.7%), higher secondary education (25.1%) and higher level professional training (14.7%).

Basis: total population

Level of education

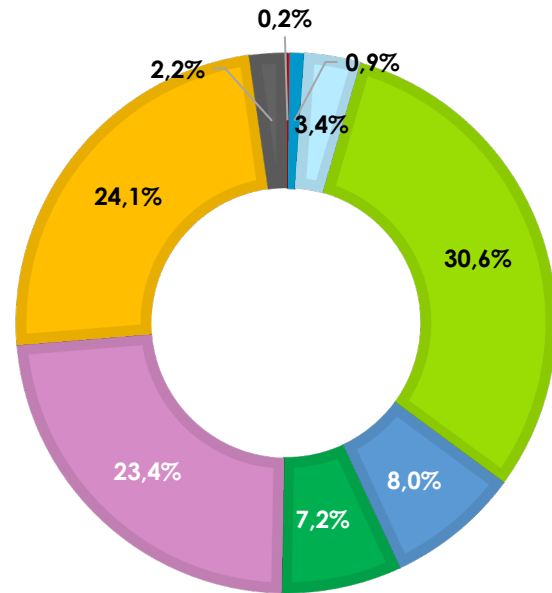
- Lower than primary school
- Primary school
- Lower secondary education (ESO. Basic Professional Training)
- Higher secondary education (high school Intermediate training cycles)
- Post-secondary education (lower level)
- Higher Level Professional Training
- Bachelor's degree or higher education (Degree Programmes Higher Technical Education)
- Master's Degree or equivalent higher education
- PhD or equivalent higher level of education

France



The most prevalent levels of education in France are higher secondary education (24.3%), Degree or Bachelor's Degree (18.8%) and Master's Degree (16.4%).

Portugal



The most prevalent levels of education in Portugal are higher secondary education (31%), Master's Degree (24.1%) and Degree or Bachelor's Degree (23.4%).

Basis: total population

A grayscale image of a hand with the index finger pointing upwards. The hand is positioned in the lower-left quadrant of the slide. The background of the entire slide is a light gray with a pattern of white-outlined hexagons. One hexagon, located in the upper-middle part of the hand's path, contains a white heart icon with a white ECG line inside it.

2

SOCIO-SANITARY WELL-BEING INDEX (SWI) PER COUNTRY FOR EACH ASPECT

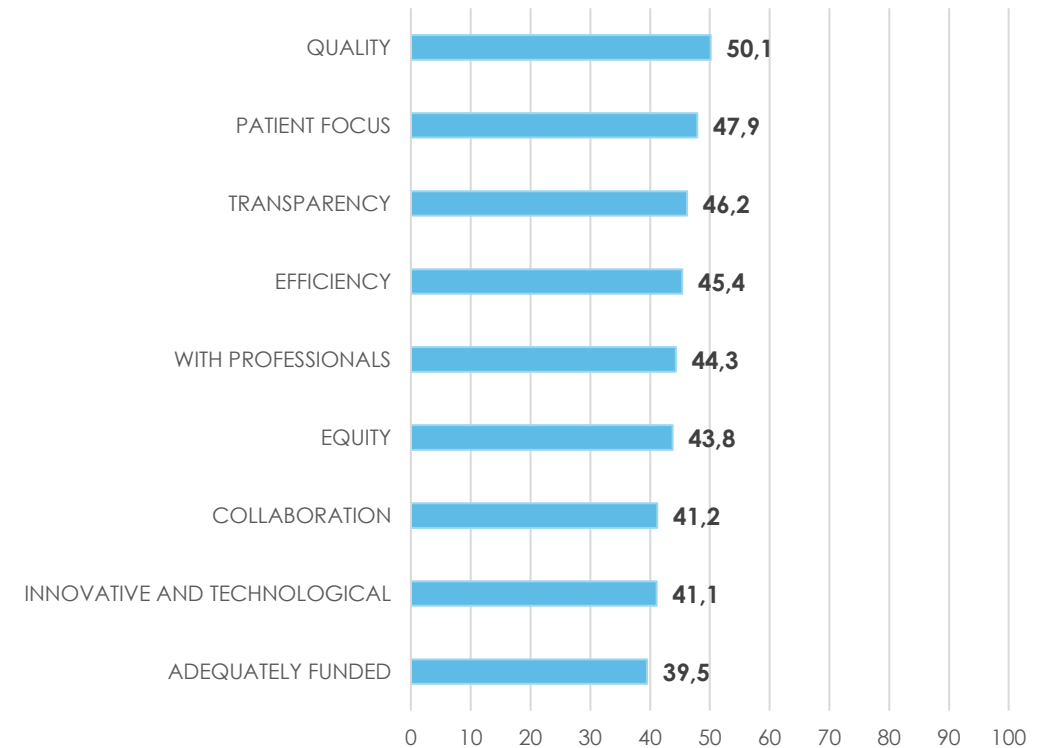
2- Socio-sanitary Well-being Index (SWI) per country for each aspect

What are the general scores?

Socio-sanitary Well-being Index (SWI) for each aspect

According to the survey respondents, quality and patient focus are the aspects that deserve a higher score.

The aspects that received the lowest scores are innovation and technology and adequacy of funding.



Basis: total population

2- Socio-sanitary Well-being Index (SWI) per country for each aspect

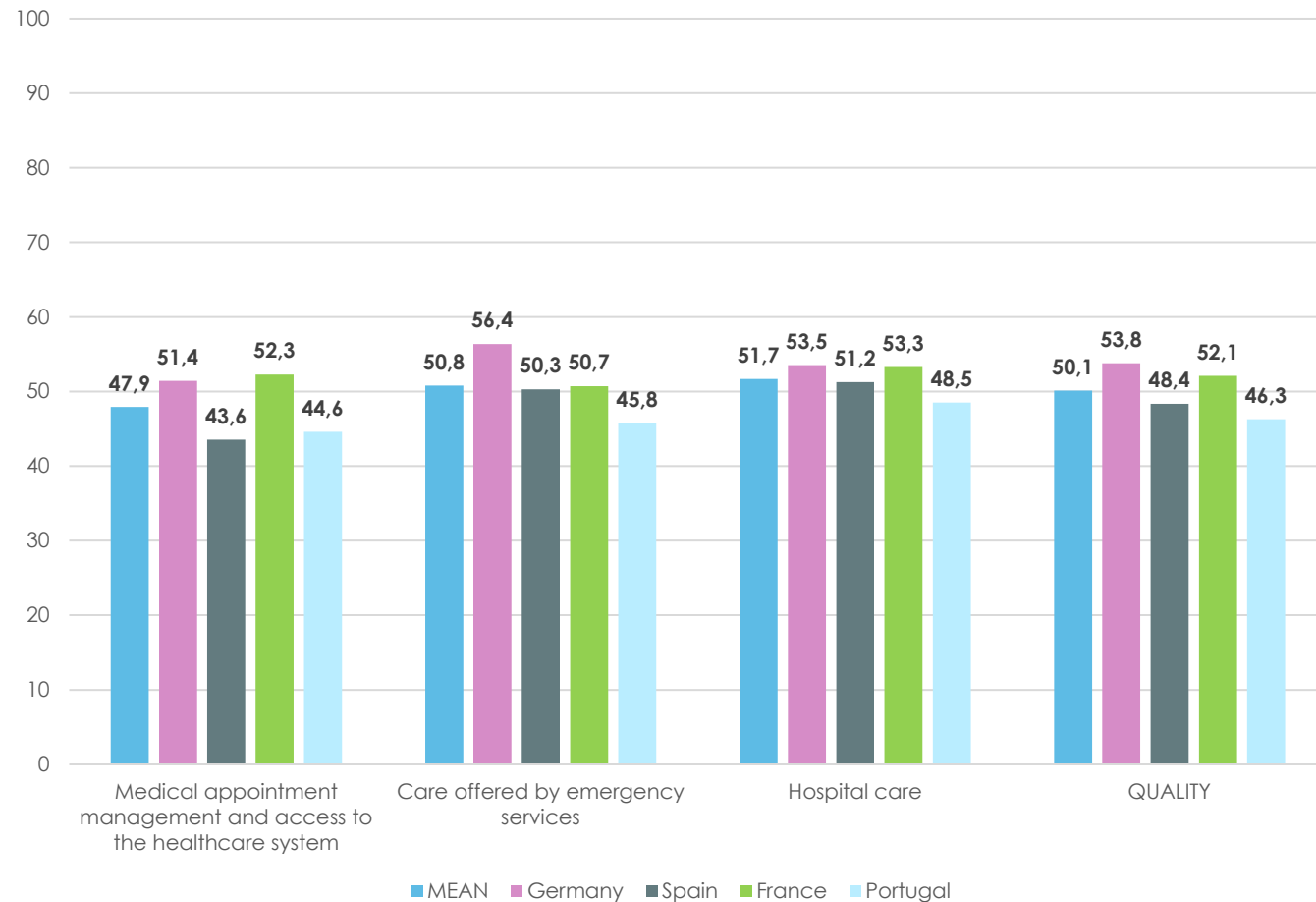
What rating did **quality care** receive?

For the aspect of **quality care** (50.1 points out of 100), Germany takes the lead of the score rankings of the Socio-sanitary Well-being Index (SWI), followed by France, Spain and Portugal.

Out of the three questions posed to rate quality, appointment management scored highest in France, followed by Germany, Portugal and Spain.

Emergency care scored highest in Germany, followed by France, Spain and Portugal.

Hospital care scored highest in Germany. France came next, followed by Spain and, lastly, Portugal.



Basis: total population

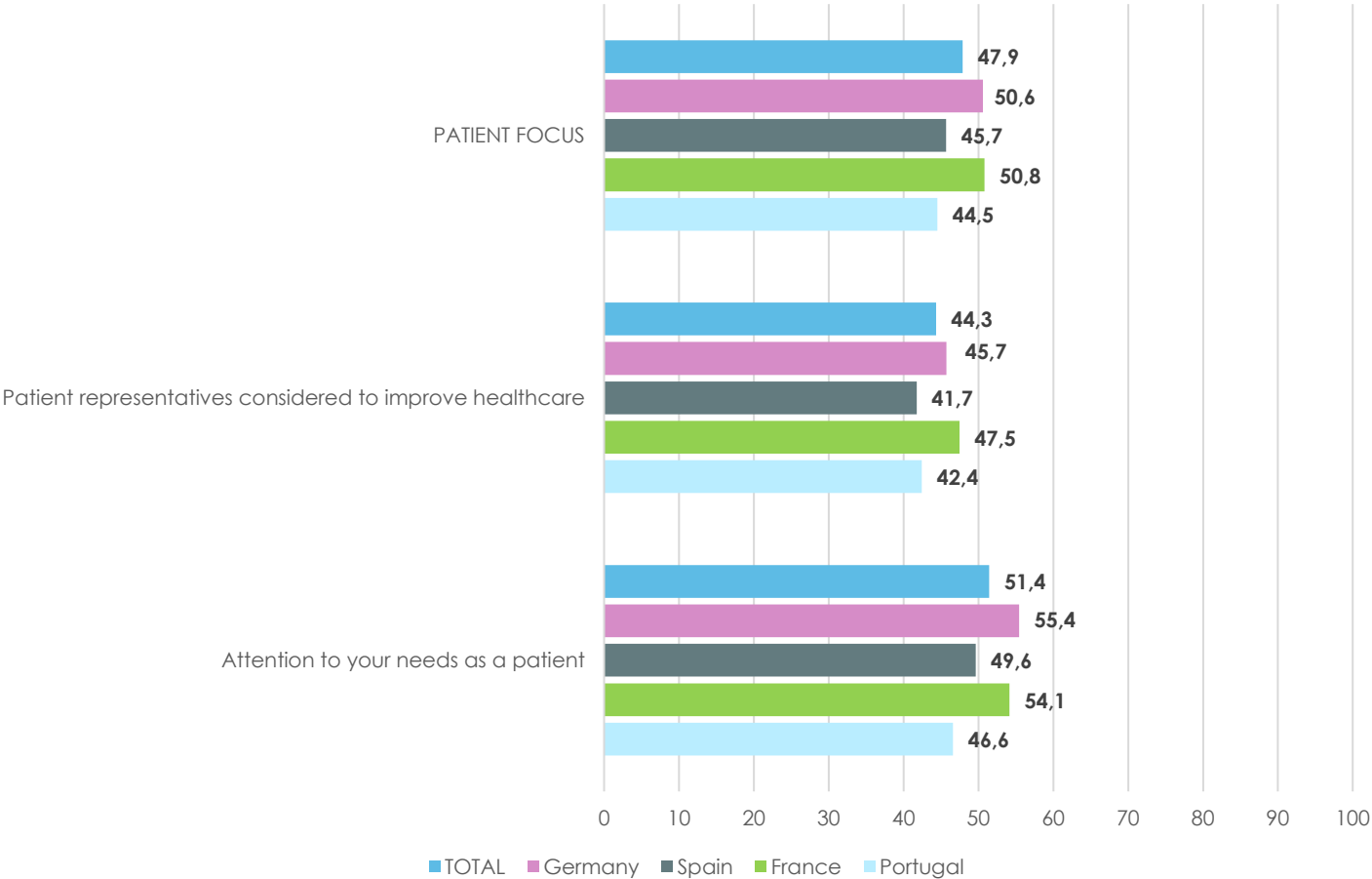
2- Socio-sanitary Well-being Index (SWI) per country for each aspect

What rating did **patient focus** receive?

France takes the lead on **patient focus**, with a score of 47.9 out of 100.

Out of the two questions posed to rate patient focus, the attention of patient representatives scored the highest in Germany.

Attention to the needs of the patient scored the highest in Germany once again.

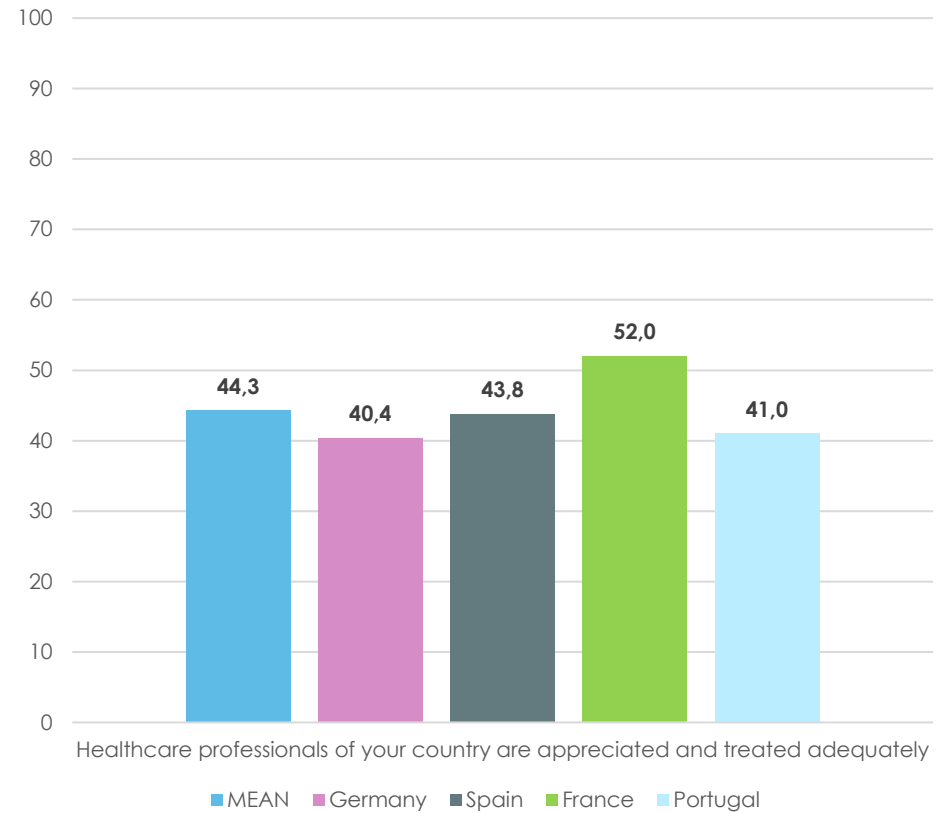


Basis: total population

2- Socio-sanitary Well-being Index (SWI) per country for each aspect

What rating did **relationship with professionals** receive?

The only question in this block of **relationship with professionals** (44.3 out of 100) was on whether or not the healthcare professionals are treated well. France received the highest score. We see Spain ranked last here. Spain was outranked by Portugal and Germany.

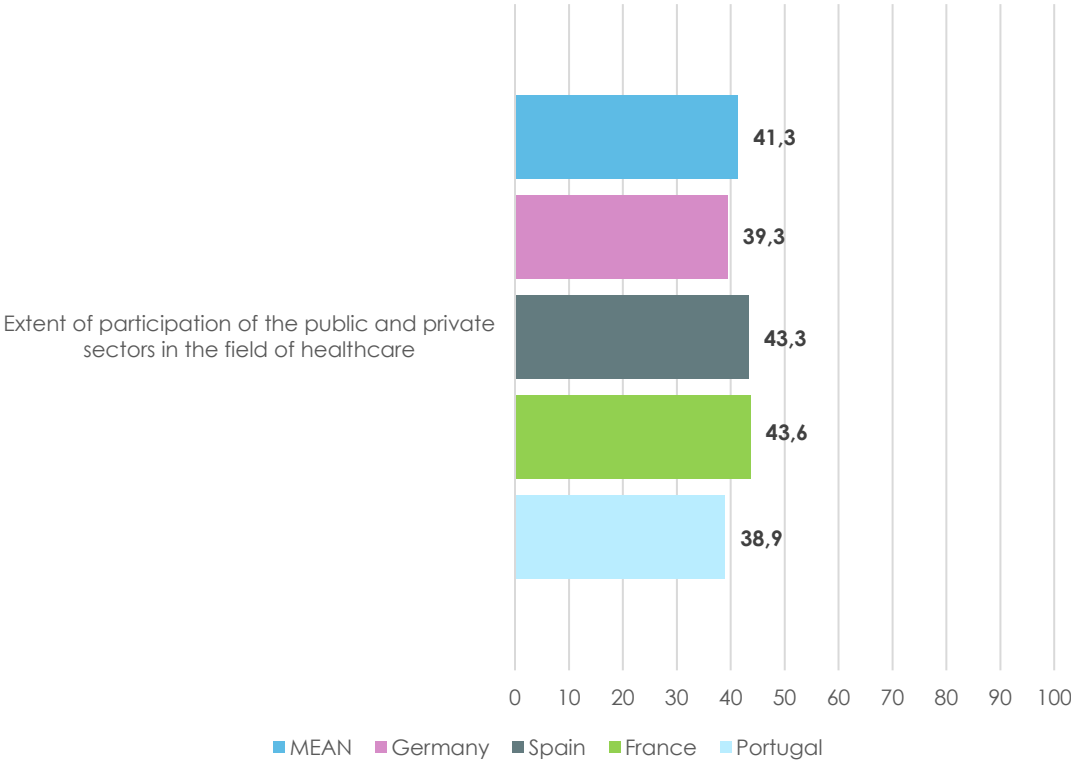


Basis: total population

2- Socio-sanitary Well-being Index (SWI) per country for each aspect

What rating did the collaborative aspect receive?

For the collaborative aspect (41.3 out of 100), the respondents were asked about the extent of public-private participation. France received the highest score here, followed closely by Spain. Germany followed them with a difference of about four points. Portugal ranked last, not going above 40 points in this block.



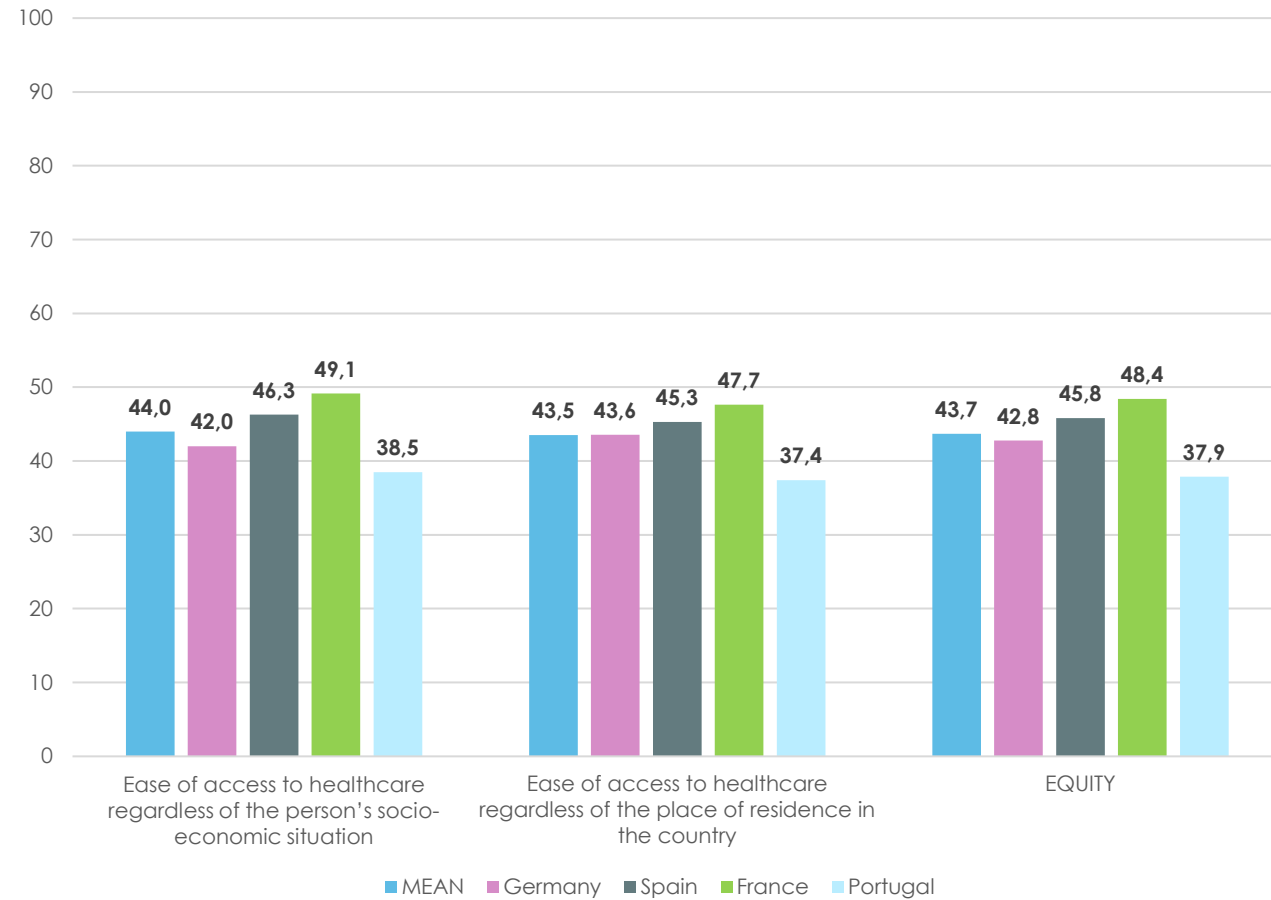
Basis: total population

2- Socio-sanitary Well-being Index (SWI) per country for each aspect

What rating did the **equity** aspect receive?

In the aspect of **equity** (43.7 out of 100), France ranks the highest, followed by Spain, Germany and Portugal respectively.

There are two questions regarding this aspect. In both questions, which are on the ease of access regardless of socio-economic situation or place of residence, France ranked the highest. France was followed by Spain, Germany and Portugal in both questions.



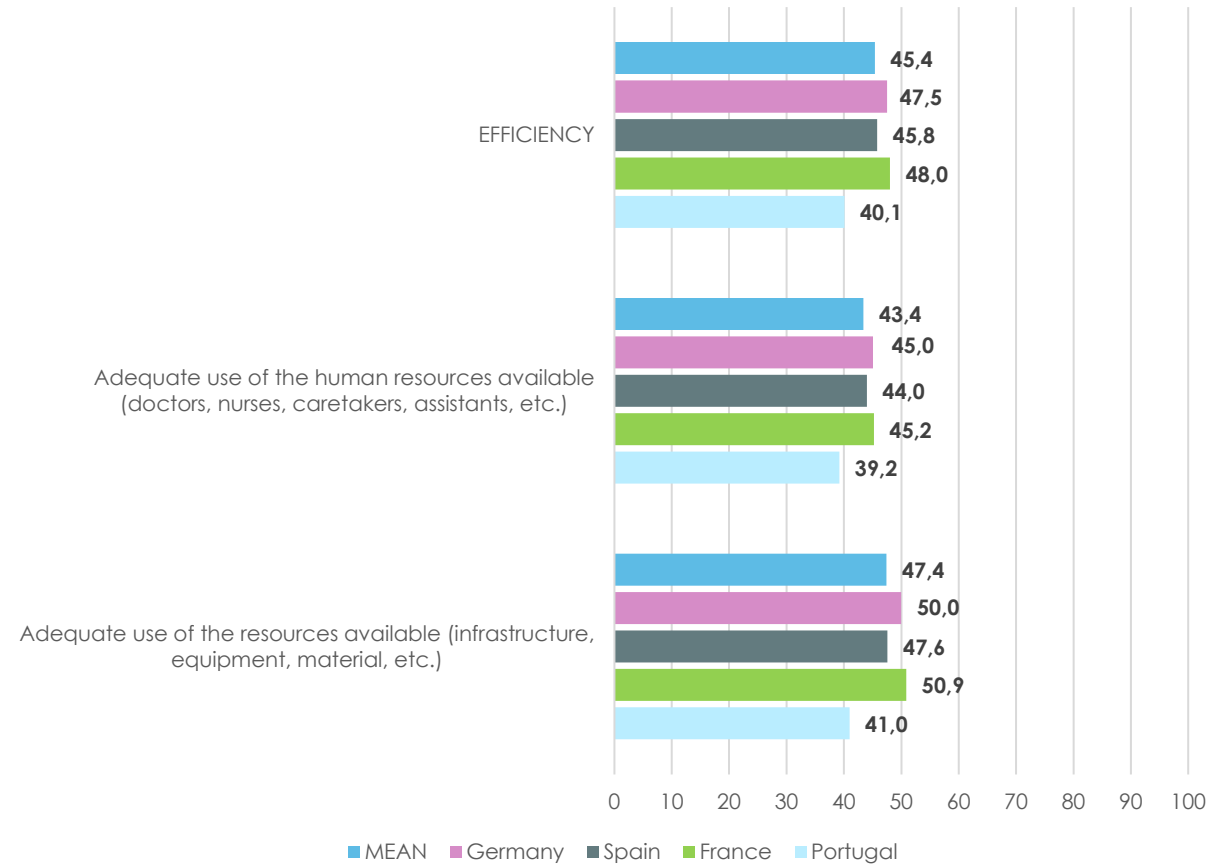
Basis: total population

2- Socio-sanitary Well-being Index (SWI) per country for each aspect

What rating did **efficiency** receive?

Efficiency is rated at 45.4 out of 100 in the Socio-sanitary Well-being Index (SWI). France ranks highest here, followed by Germany, Spain and Portugal.

For the two questions in this block, which are on the adequate use of both human and material resources, France scored the highest. Germany came next, followed by Spain and Portugal.



Basis: total population

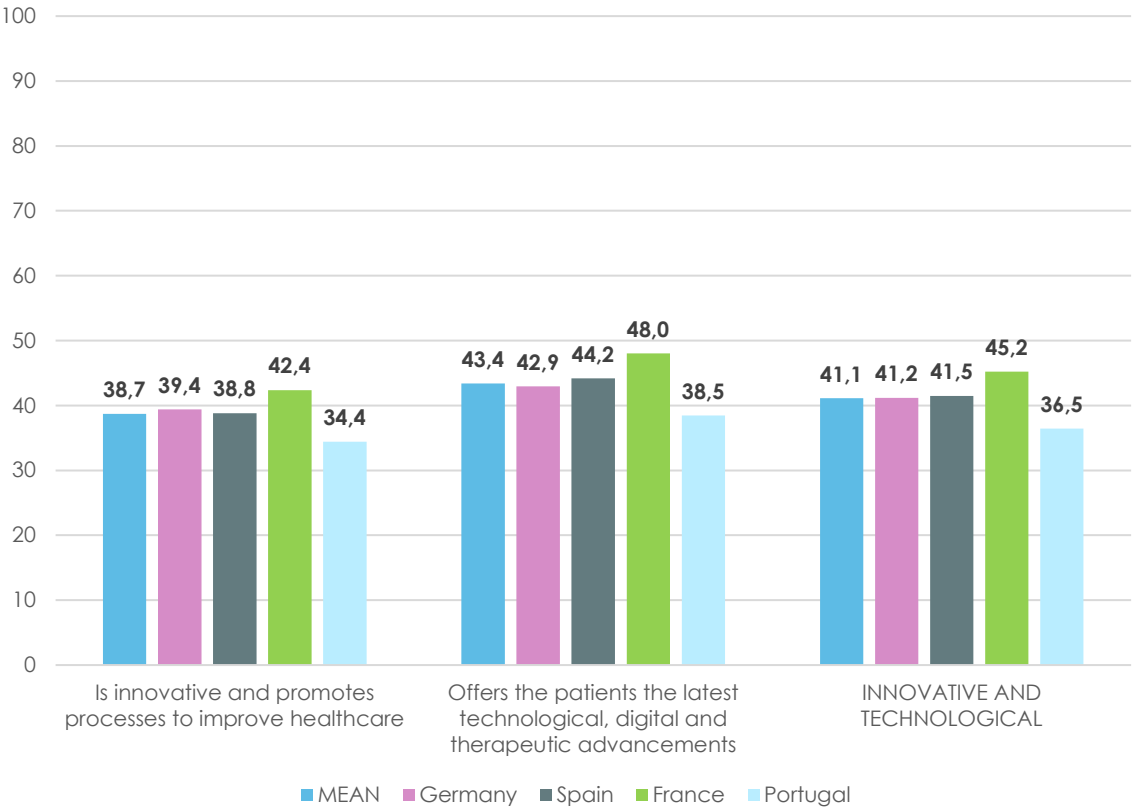
2- Socio-sanitary Well-being Index (SWI) per country for each aspect

What rating did the innovative and technological aspect receive?

In the aspects of **innovation** and **technology** (41.1 out of 100), France has the highest score. France is followed by Spain, and then closely by Germany. Portugal ranks last.

For the aspects of innovation, France dominates the ranks, followed by Germany, Spain and Portugal.

As for technological advancements, France ranks highest in the classification, followed by Spain, Germany and, lastly, Portugal.



Basis: total population

2- Socio-sanitary Well-being Index (SWI) per country for each aspect

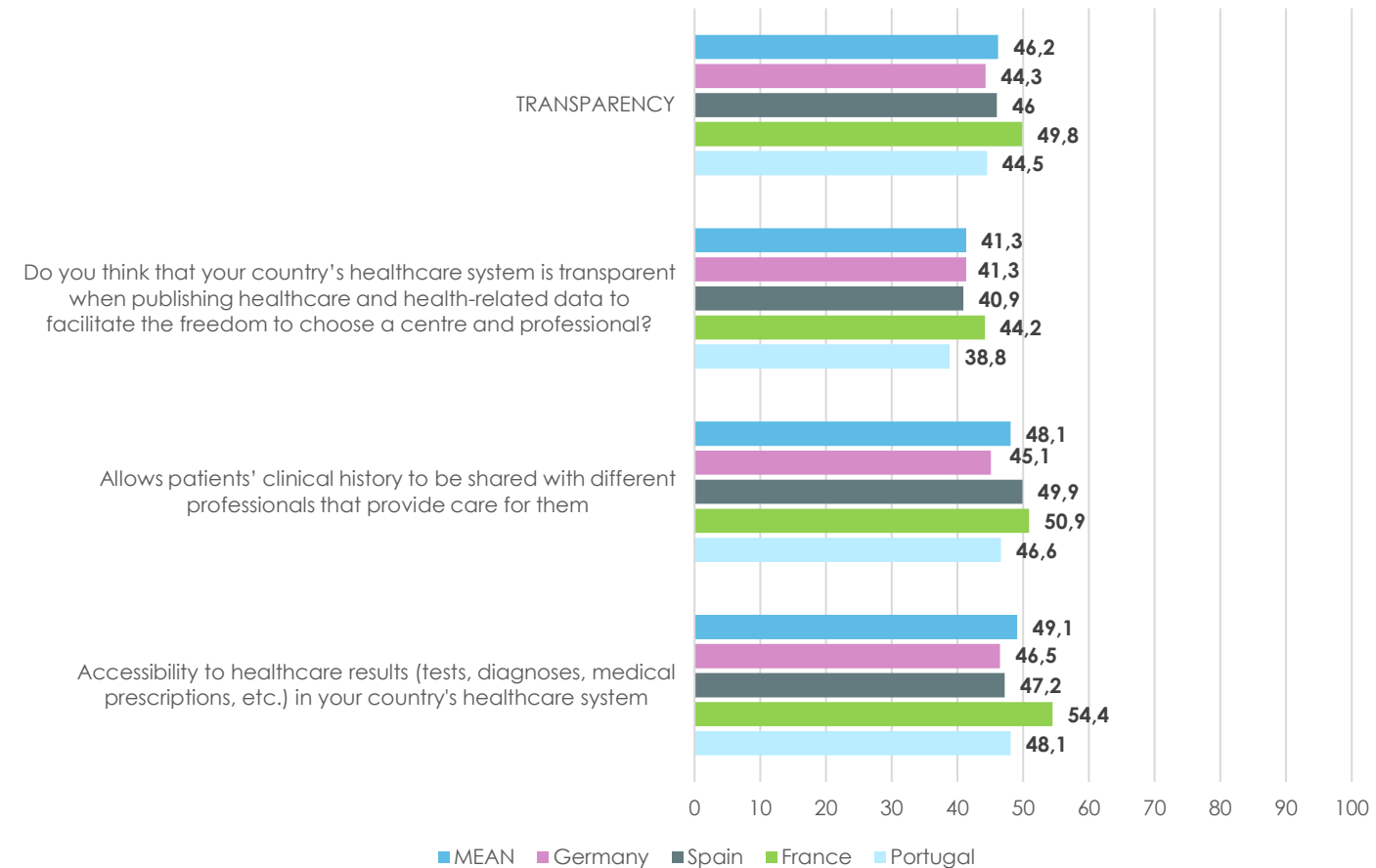
What rating did **transparency** receive?

Transparency (46.2 out of 100) was rated through three aspects: accessibility to results, possibility to share clinical history and transparency in the publication of sanitary data. France ranks highest here, followed by Spain, Portugal and Germany.

As for transparency in the publication of data, France ranks the highest. Followed by Germany, Spain and Portugal.

With regard to sharing clinical history, France comes first, followed by Spain, Portugal and Germany.

As for accessibility to results, France is again in the lead of the classification. Followed by Portugal, Spain and Germany.



Basis: total population

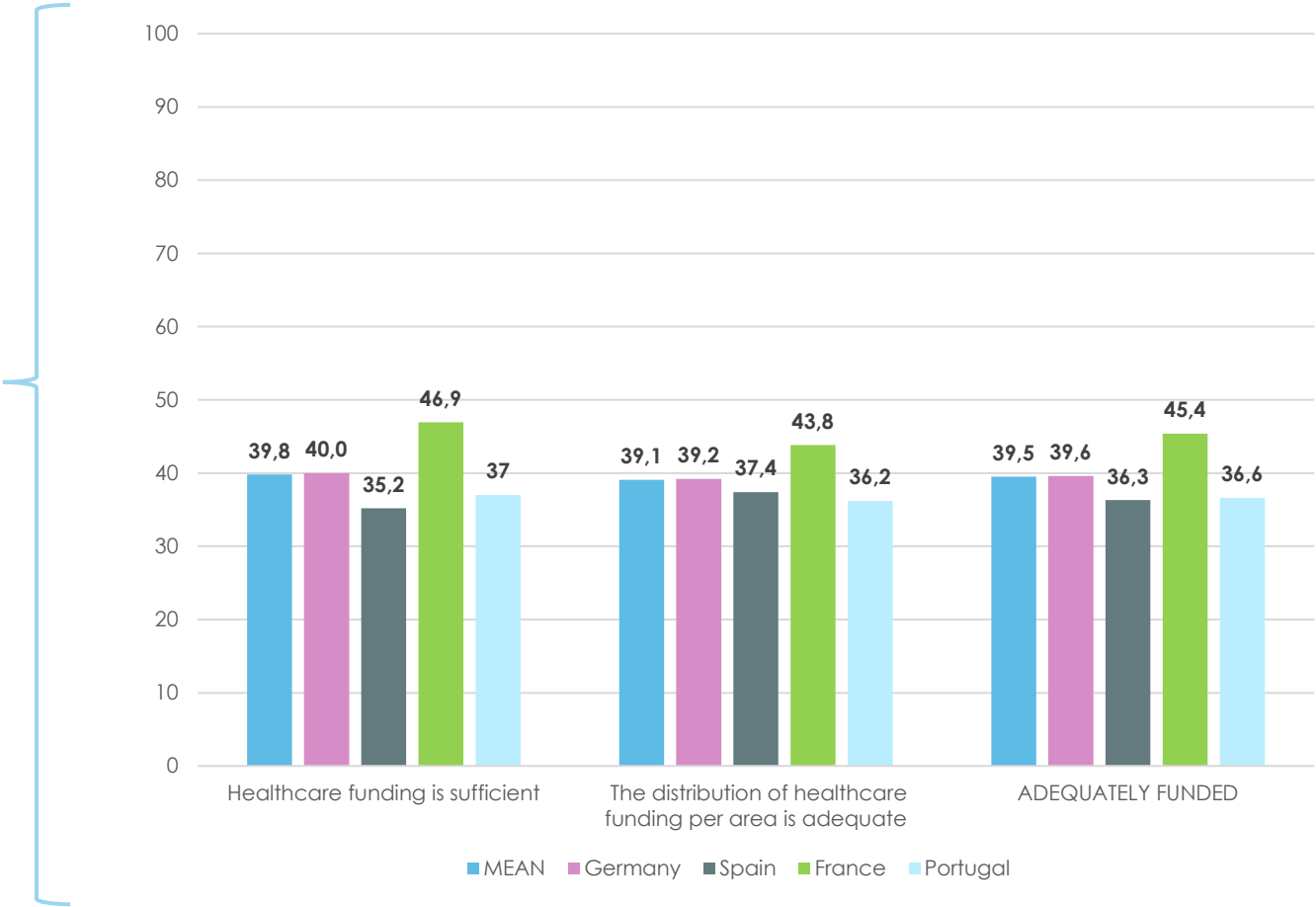
2- Socio-sanitary Well-being Index (SWI) per country for each aspect

What rating did the adequacy of funding receive?

With regard to **funding** (39.5 points out of 100), which consisted of two questions, France dominated the ranks, followed by Germany, Portugal and lastly Spain.

In the aspect of sufficiency of funding, France ranked first, followed by Germany, Portugal and Spain.

With regard to the distribution of funding, France received the highest score. France was followed by Germany, Spain and Portugal.



Basis: total population

2- Socio-sanitary Well-being Index (SWI) per country for each aspect Other questions



Basis: total population

As for whether the number of professionals is sufficient, the indicators were quite similar. However, Germany leads. Followed by France, Portugal and Spain.

The smoothness of communication between medical specialities received the highest score in Germany and France. Germany leads, followed by France, Spain and Portugal.

As for the perception of the need to promote the transfer of data with scientific purposes, Germany ranked highest. Followed by France, Portugal and Spain.

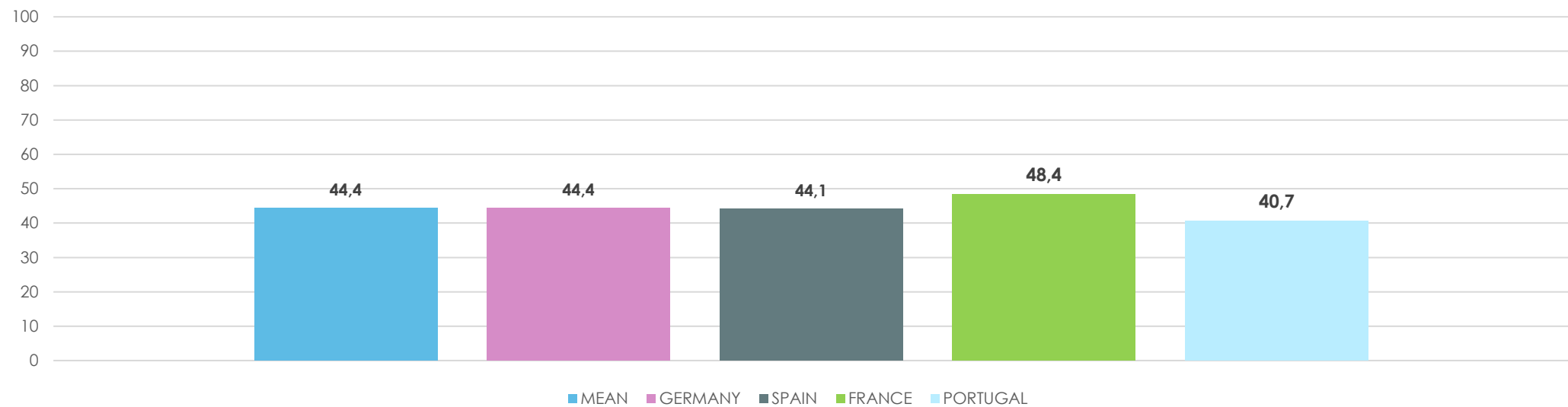


3

GENERAL COMPARISON

What are the general scores?

Socio-sanitary Well-being Index (SWI) for each country

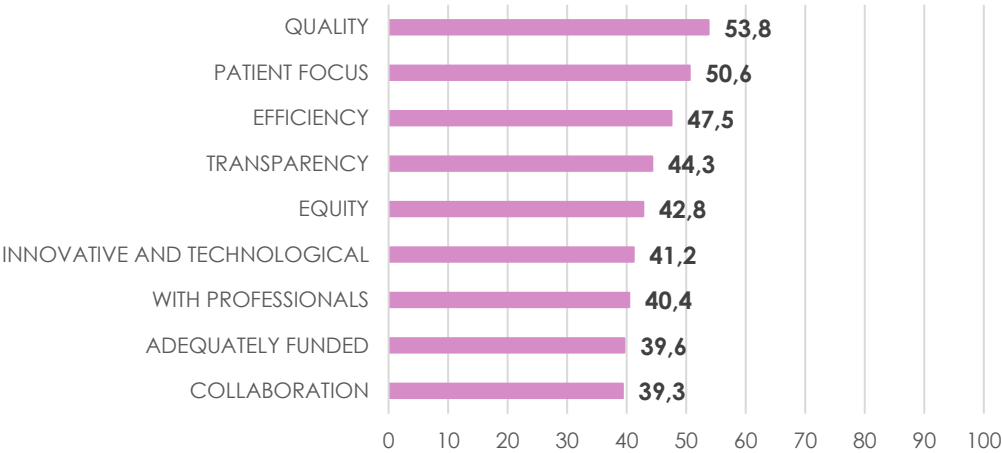


- The Socio-sanitary Well-being Index (SWI) for all the countries analysed is 44.4 points out of 100.
- The highest registered SWI per country is in France, followed by Germany.
 - Spain and Portugal scored lower than the total average.
 - The rating each country received is, in descending order: France, Germany, Spain and Portugal.

Basis: total population

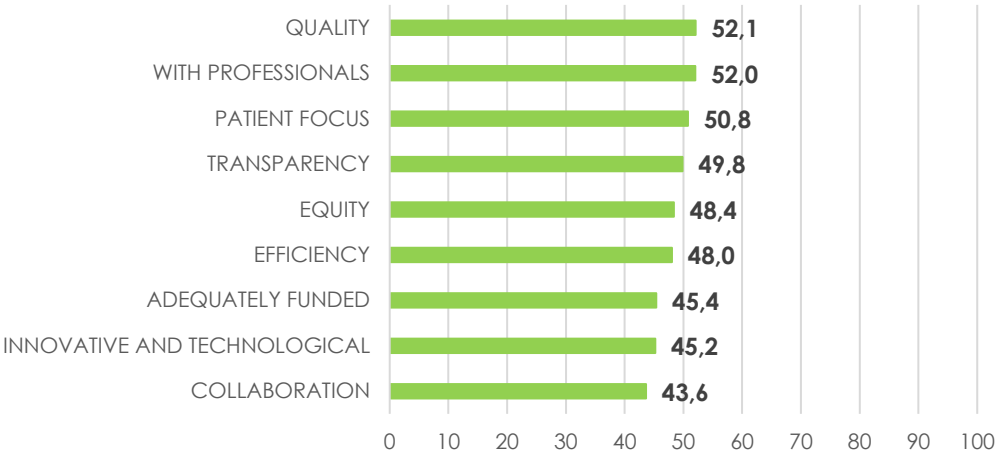
Scores of Germany and France in the Socio-sanitary Well-being Index (SWI)

Germany



The highest evaluated aspects are quality and patient focus in Germany and quality and relationship with professionals in France.

France

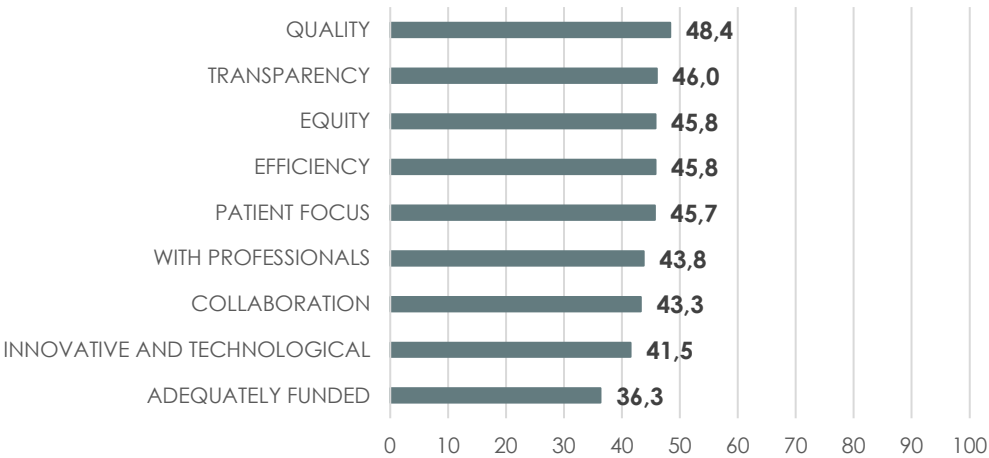


The lowest scores are of funding and collaboration in Germany and innovation and technology and collaboration in France.

Basis: total population

Scores of Spain and Portugal in the Socio-sanitary Well-being Index (SWI)

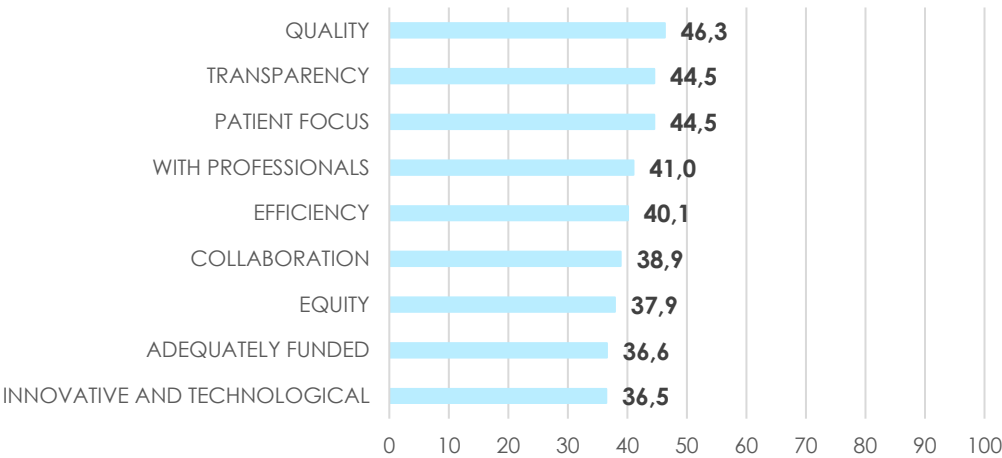
Spain



The lowest scores are those of innovation and technology and funding in Spain and funding and innovation and technology in Portugal.

The highest evaluated aspects are quality and transparency in both Spain and Portugal.

Portugal



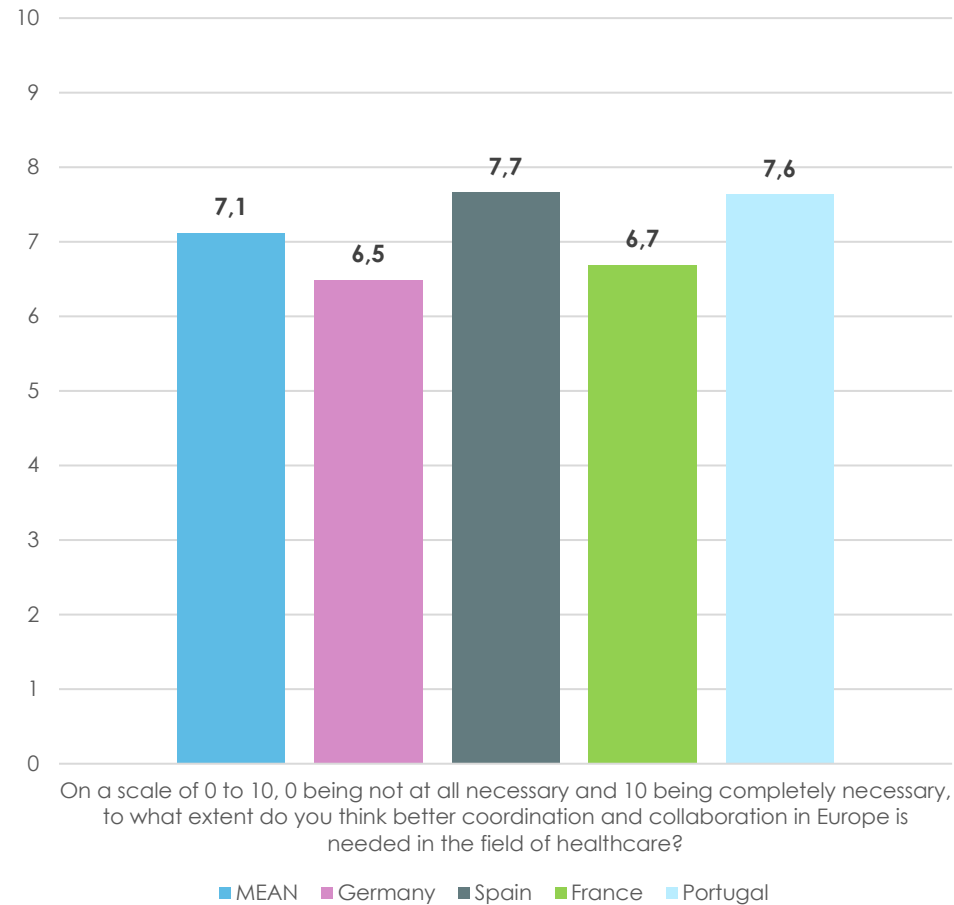
Basis: total population

What rating did the need for European coordination and collaboration receive?

The difference in ratings for the need for collaboration and coordination at the European level was significant.

The high importance attached to this matter in Spain and Portugal (higher than 7.6 out of 10) stands out, compared to a moderate level of importance in Germany and France (around 6.5 out of 10).

This difference can be interpreted as a higher sense of sufficiency within the system of Germany and France, while Spain and Portugal show a higher need with regard to third countries.

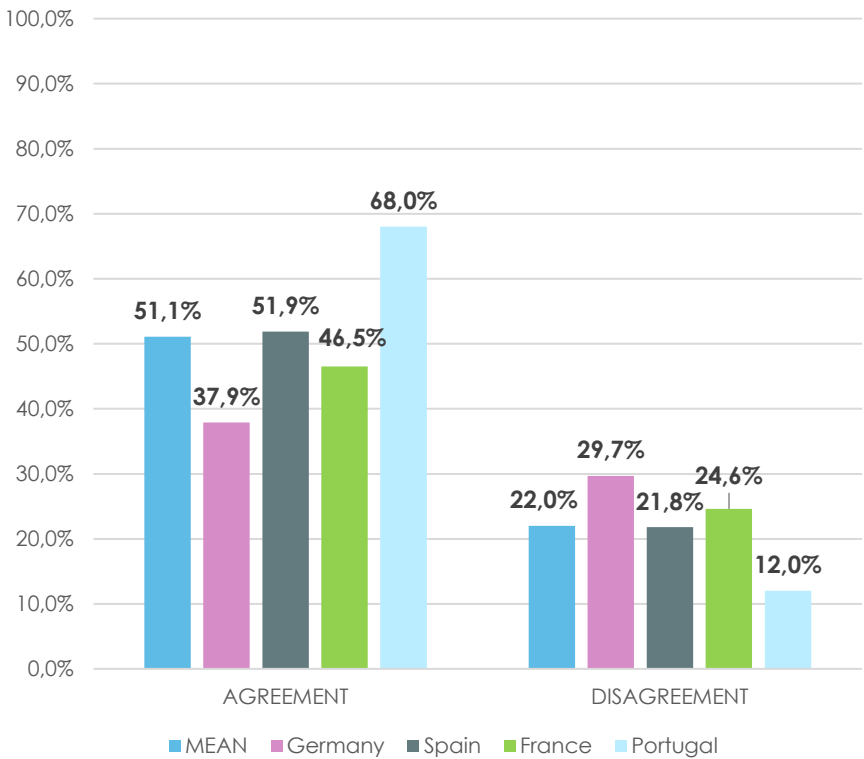
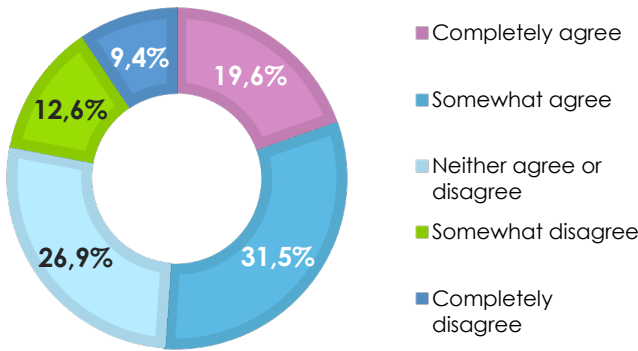


Basis: total population

To what extent do respondents agree that the European Union should take on more responsibility in the field of healthcare?

Similarly, Spain and Portugal have higher levels of agreement with European intervention, while this is less so in Germany and France.

However, more than half of the respondents agree with it.



Basis: total population

5

SUMMARY AND MAIN CONCLUSIONS

Summary: Socio-sanitary Well-being Index (SWI) per country for each aspect

Based on the results of the **Socio-sanitary Well-being Index (SWI)** mentioned, we can summarise each one of the aspects in the following manner:

- 1) **Quality and patient focus:** Germany takes the lead in the aspect of quality, followed by France, Spain and Portugal. German and French citizens think that their respective healthcare systems pay special attention to the quality of healthcare services and to a patient-centred focus.
- 2) **Treatment and appreciation of healthcare professionals:** France scores highest in this aspect, followed by Germany. Spain and Portugal come last. This suggests that the perception is that the healthcare professionals in France receive better treatment and appreciation compared to the rest of the countries analysed.
- 3) **Public-private collaboration:** France scores the highest in this aspect, closely followed by Spain. Germany and Portugal rank lower, with the latter scoring the lowest. This indicates that France and Spain have managed to create a perception of better collaboration between the public and private sectors in the healthcare field among the population.
- 4) **Equity:** France takes the lead in this aspect, followed by Spain, Germany and Portugal. These results suggest that French citizens think they have a fairer system where efforts are made to ensure access and equal opportunities in healthcare.
- 5) **Efficiency:** France scores the highest in terms of efficiency, followed by Germany, Spain and Portugal. This indicates that the citizens of France think that their healthcare system has managed to better optimise the resources available to offer efficient healthcare services.
- 6) **Innovation and technology:** France once again takes the lead in this aspect, followed by Spain. Germany ranks third and Portugal scores the lowest. This suggests that, according to the population, France has implemented innovations and technologies in its healthcare system in the most successful manner.
- 7) **Transparency:** France scores the highest in terms of transparency, followed by Germany, Spain and Portugal. These results indicate that the accessibility to results, the possibility to share clinical history and transparency in the publication of healthcare data are all perceived to be better in the French healthcare system.
- 8) **Funding:** France takes the lead in this aspect, followed by Germany, Portugal and Spain. This suggests that France has a more robust system of financial funding, compared to the other countries studied.
- 9) **Number of professionals, communication and transfer of data:** Germany scores the highest in terms of having enough professionals and communication between medical specialities. As for the perception regarding the need to promote data transfer for research purposes, Germany takes the lead once again. France ranks behind in these three aspects, followed by Portugal and Spain.

In general, these results provide us with a comparative vision into the socio-sanitary well-being in the countries studied, highlighting the strengths and weaknesses of each one in the different aspects of the study.

Summary: Global comparison

- ▶ The information suggests **differences when rating** the different aspects of the healthcare system in Germany, France, Spain and Portugal. In general, France is the country with the highest scores and is only surpassed by Germany in terms of citizen perception of quality.
- ▶ In the **Iberian peninsula countries**, the aspects that are rated the highest are quality and transparency in both Spain and Portugal. However, the lowest scores in Spain correspond to funding and innovation and technology, while in Portugal it is the other way around.
- ▶ A prominent aspect is the difference in ratings of the **need for collaboration and coordination at the European level**. Spain and Portugal show a higher rating of the importance of collaboration and coordination at the European level. In exchange, these aspects score more moderately in France and Germany. This could be interpreted as a higher sense of self-sufficiency within the system of Germany and France, while Spain and Portugal show a higher need for collaboration with other countries.
- ▶ In addition, it is observed that there is more agreement in Spain and Portugal that Europe should take on more responsibility in terms of healthcare compared to Germany and France. While the average of the four countries shows that more than half the respondents agree on this aspect, it could be interpreted that the perception of the need for external support is higher in Spain and Portugal than in Germany and France.

These differences could reflect the specific characteristics of each healthcare system and citizen perception with regard to quality, funding, innovation and the need for collaboration both at the national and European level. It is important to take into account that this information is based on the aspects mentioned and does not include all the aspects of the healthcare system in each country.



Summary: Scores in the Socio-Sanitary Well-Being Index (SWI)

	GERMANY	FRANCE	SPAIN	PORTUGAL
QUALITY	53.8	52.1	48.4	46.3
PATIENT FOCUS	50.6	50.8	45.7	44.5
EFFICIENCY	47.5	48	45.8	40.1
TRANSPARENCY	44.3	49.8	46	44.5
EQUITY	42.8	48.4	45.8	37.9
INNOVATIVE AND TECHNOLOGICAL	41.2	45.2	41.5	36.5
WITH PROFESSIONALS	40.4	52	43.8	41
ADEQUATELY FUNDED	39.6	45.4	36.3	36.6
COLLABORATION	39.3	43.6	43.3	38.9
MEAN	44.4	48.4	44.1	40.7
GLOBAL SCORE*	399.5	435.3	396.6	366.3

*This data represents the sum of all the scores of the country, expressed in 0 to 900 points.

Conclusions

1. The scores in general are low in the four countries that were studied: According to the Socio-Sanitary Well-Being Index (SWI) This indicates that there are areas for improvement in all of the European systems.
2. The healthcare systems of France and Germany score the highest points (According to WHO, France qualified as the best healthcare system in the world in 2000 and Germany is also known for offering high-quality medical care). Spain ranks third, followed by Portugal.
3. The differences in scores between France and Germany result from organisation, funding and scope: Though both systems share a focus on the regulation of services and offer high-quality care,
4. Existing healthcare systems must adapt to current and future needs. This means addressing problems related to funding, efficiency, equity, referral and cooperation, professionals and patients, innovation and wait lists, among others, in order to improve the quality and security of the healthcare system.
5. The European citizens represented in the four countries included in this study demand a higher level of collaboration and coordination in Europe and that the European Union itself should take on more responsibility in the field of healthcare and medicine.
6. Europe needs to think about its Healthcare Systems to adapt them to current needs and challenges, since, as has been indicated here, the current systems do not address what society needs (more European involvement to create better healthcare for everyone).
7. There is need for European leadership, not to converge the healthcare systems but to transform them in the same direction. This way, a synergy can be established in a more dynamic and effective manner.

Conclusions

MORE EUROPE BETTER HEALTHCARE



www.sigmados.com



Sigmados



@Sigmados

SIGMADOS

C/Velázquez, 50. 6ª Planta
28001 Madrid, Spain



Instituto para el Desarrollo
e Integración de la Sanidad

