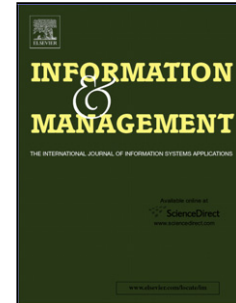


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Expectations of Patient-Centred Care: Investigating IS-related and Other Antecedents

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Highlights

- Various dimensions of patient-centered care (PCC) are identified.
- A model of the antecedents of PCC expectations is proposed and tested.
- People's current state of PCC does not meet their expectations.

Abstract

Patient-centered care (PCC) can improve healthcare quality and efficiency. However, it is unclear what constitutes PCC and which individual (including information system (IS) related) factors influence people's PCC expectations. This study identifies the dimensions of PCC and draws on empowerment theory to model the antecedents of PCC expectations. The test results of

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