

## Accepted Manuscript

Business intelligence for patient-centeredness: A systematic review

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PII: S0736-5853(16)30694-3

DOI: <http://dx.doi.org/10.1016/j.tele.2017.06.015>

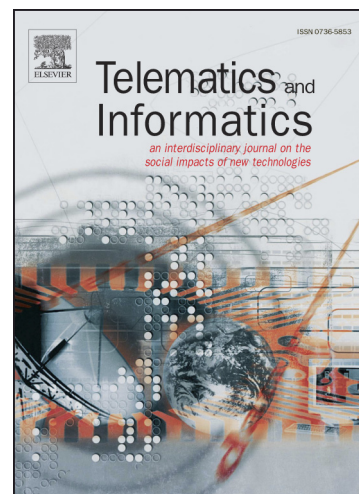
Reference: TELE 972

To appear in: *Telematics and Informatics*

Received Date: 13 December 2016

Revised Date: 23 March 2017

Accepted Date: 27 June 2017



Please cite this article as: Zheng, W., Wu, Y.J., Chen, L., Business intelligence for patient-centeredness: A systematic review, *Telematics and Informatics* (2017), doi: <http://dx.doi.org/10.1016/j.tele.2017.06.015>

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# Business intelligence for patient-centeredness: A systematic review

Our reference: TELE 972

Article reference: TELE\_2016\_666

Article title: Business intelligence for patient-centeredness: A systematic review

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**Abstract:** This study utilized a systematic review to provide an overall understanding of how academic research can be incorporated into business intelligence (BI) to ensure patient-centeredness (PC). Using the BI maturity model, this study analyzed findings of previous studies from four time periods within the period 2000–2016 to determine how BI can facilitate PC through organization, human-orientation, and technology, as well as other PC-specific conditions. Our results indicate that the number of BI applications that include PC have continued to grow since 2010, and that they primarily focus on the dimensions of organization, humanism, and PC-specific conditions; additionally, we noted that a time-based correlation exists between the related results. This study then explored the extent to which BI supports the subdimensions of PC (e.g., principles, enablers, and activities). Finally, future research focuses and directions were proposed.

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