model that matches that of the information consumer using methods form business modeling, data semantics, data integration and data quality.

The creation of the hospital BI program was a result of a partnership with other disciplines such as finance, decision support, and clinical operations, and it was a tremendously educational experience to all.

The lessons from the BI journey presented in this paper are drawn from a specific experience in healthcare but in our opinion they are broadly applicable to organizations that rely on evidence based decision making in resource constrained environments.

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