

Reviewer's report

Title: Applying the Quality Improvement Collaborative methodology to process redesign: a multiple case study

Version: 2 Date: 31 December 2009

Reviewer: Robbert Huijsman

Reviewer's report:

The authors have responded adequately to the comments of the first reviewer. It's to the editorial board to decide whether this revision is satisfactory. I keep my fundamental doubts. It's a pity that the authors did not reply explicitly on the fundamental issues of relevancy as pointed out by the second reviewer. Not a word! Did the authors receive that review?

Implicitly the authors have acknowledged the second review by twisting the research question and rewriting the discussion paragraph. In my opinion, however, the QIC-methodology was never intended to be used in redesign into new work processes but for improving existing work processes. And still, the projects did not follow the essentials of the QIC-methodology itself (without proper explanation why the hospitals refused so, although that was one of the obligations to participate in the collaborative), and that stays the irreparable flaw in this paper. Therefore, I keep advising to reject this paper as there is insufficient content to be evaluated at all. I'm sorry to be so explicitly, as the authors have put a lot of efforts in their research.

Level of interest: An article of limited interest

Quality of written English: Acceptable

Statistical review: No, the manuscript does not need to be seen by a statistician.