Reviewer's report

**Title:** The British Columbia Nephrologists' Access Study (BCNAS) - A Prospective, Health Services Interventional Study to Develop Waiting Time Benchmarks and Reduce Wait Times for Out-Patient Nephrology Consultations

**Version:** 1  **Date:** 20 February 2013

**Reviewer:** Ben Sprangers

**Reviewer's report:**

In the article entitled ‘The British Columbia Nephrologists’ Access Study (BCNAS) – a prospective, health services interventional study to develop waiting time benchmarks and reduce wait times for out-patient nephrology consultations’, Schachter et al. evaluated a collaborative approach between family physicians and nephrologist to reduce waiting times for patients in the British Columbia region. The measured wait times in the region pre- and post-intervention and developed wait-time categories. This is an example of a real-life study with the limitations associated with this approach, but above all this study nicely demonstrates that by applying such an approach wait times can be effectively reduced.

The study questions are clearly defined and the study approach taken is appropriate. The authors used a Delphi approach to obtain a consensus regarding wait-time categories, and by introducing these wait-time categories were able to significantly reduce wait times in the BC area. The data are sound, appropriate statistical methods are applied and the manuscript is well written.

The main limitation of this study is that patient satisfaction and outcome were not evaluated. But this was beyond the scope of the study and this is also acknowledged by the authors. Furthermore, in a study like this it is impossible to control for all factors possibly affecting referral and wait times, but the authors tried their best to explore alternative explanations for the observed reduction in wait times.

In conclusion, I feel this paper should be published as such in the BMC nephrology.

**Level of interest:** An article of outstanding merit and interest in its field

**Quality of written English:** Acceptable

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

**Declaration of competing interests:**
I declare that I have no competing interests