Author's response to reviews

Title: Satisfaction with Web-Based Training in an Integrated Healthcare Delivery Network: Do Age, Education, Computer Skills or Attitudes Matter?

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Author's response to reviews: see over
We thank the reviewers for their valuable suggestions. Responses to specific questions are detailed below.

REVIEWER 2

Minor Essential Revisions: Minor grammatical errors/typos in the following two sentences which are corrected below:

This question must be addressed…… (pg. 6)

Third, we did not directly compare web-based…. (pg. 16)

These two sentences are now corrected in the revised version.

REVIEWER 3

1. Is it possible to compare the demographic profile of responders vs. no responders?

“When compared to respondents, non-respondents were more likely to be female (80.1% vs. 76.1%), older (42.9 years vs. 40.5 years) and non-Caucasian (29.0% vs. 21.6%).” This sentence is now included in the revised manuscript (page 11, para 2). Since education level was derived from the survey responses, we cannot directly compare education level of respondents with non-respondents.

2. For reporting the results on “satisfaction” use median and interquartile range instead of mean and standard deviation (p. 11). Figure 2 should be modified accordingly as it is treating “Satisfaction” as a continuous variable.
We have reported the results on "satisfaction" using median and interquartile range and have made the requested changes in abstract, results and Figure 2.

- Abstract (page 4, para 1): Overall course satisfaction was good (median, 4; scale, 1 to 5)
- Results (page 11, final para): “The median value for overall satisfaction was 4 on a scale of 1-5 (interquartile range, 3.5 to 4.0).”
- Figure 2: “Graph Illustrating the Median Score and Interquartile Range of Satisfaction with Web-based Training across the Six Hospital Systems of the Integrated Delivery Network”

3. **Figure 1 can be avoided.**

Figure 1 shows the total number of employees in each of the hospital system and their ethnic distribution. The previous round of reviewers have found the figure informative and made suggestion to use shading and contrasting colors to make the categories stand out better.

We have revised the figure per their suggestions and feel it does add value to the manuscript by portraying the distribution of the employees across the six hospital systems of the integrated delivery network. However, we will leave the final decision with respect to Figure 1 to the editors.

4. para 1, p.10. It should read as follows: The constructs identified by factor analysis were assessed to find univariate association with satisfaction. But here it is not clear how Kruskal-Wallis test is being used to find this association
The following revision clarifies how Kruskal-Wallis test is used to assess significance with overall satisfaction (page 10, para 1).

"The constructs identified by factor analysis along with the demographic variables were tested univariately to assess significance with overall satisfaction using the Kruskal-Wallis test. The Kruskal-Wallis test is a method of testing the hypothesis that several populations have the same continuous distribution of an underlying variable. To apply this method to the continuous predictor “age,” the variable…"

5. **Table 2 heading should be: Ordinal regression analysis**

Table 2 heading is revised. The final heading reads as “Table 2. Summary of Ordinal Regression Analysis with Satisfaction as the Dependent Variable” (page 25)

6. **The model used in Multivariable ordinal regression should be mentioned.**

The sentences are revised to include details of the model on page 10, para 1.

"The model used was a proportional odds ordinal logistic regression model and was fit using maximum likelihood estimation. Implementation was via the lrm() function of the Design Library in R. These details are now included on page 10, para 1."

Thanks

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