Author's response to reviews

Title: Patient satisfaction in an acute medicine department in Morocco

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The list of authors in the manuscript was written exactly as they are in the submission system, both in style and order.

References:
Page 4: paragraph 2; since the 1990s, measuring patient satisfaction has come to be regarded as a method of choice for obtaining patients’ views about their care and has been adopted widely as an outcome indicator of quality of care [5, 6]. Most researchers agree that patient satisfaction is a multidimensional concept; however, no consensus exists regarding which dimensions of care should be evaluated to measure patient satisfaction [7, 8]. Several approaches have been used to identify the factors contributing to satisfaction with healthcare [9]. A distinction is made between those based on expectations, those focusing on health service attributes, those emanating from economic theory, and those that are holistic in nature [9]. Approaches based on health service attributes attempts to clarify the concept of satisfaction; they also focused on consumers’ evaluations of health service attributes. These methods use reviews of the available literature or primary research techniques to produce lists of critical features that affect satisfaction with healthcare. These features are often incorporated into factor or principal components analysis to validate definable dimensions to the care process. The classifications produced may subsequently form the basis for the development of instruments to measure satisfaction [10-12].

Tables:
We have upgraded the tables in order of their citation in the text:
Page 9
- The demographic, socio economic and health characteristics are summarized in table 3 → The demographic, socio economic and health characteristics are summarized in table 1.

- Principal component analysis with varimax rotation loaded two factors. The results are summarized in table 1 → Principal component analysis with varimax rotation loaded two factors. The results are summarized in table 2.

**Page 10:**

- The two factor structure (MI and RS) jointly accounted for 59.81% of the variance (table 1) → The two factor structure (MI and RS) jointly accounted for 59.81% of the variance (table 2).

- The satisfaction rate was average on the MI dimension, and good on the RS dimension of the questionnaire. The majority of participants were satisfied with the overall care (Table 2) → The satisfaction rate was average on the MI dimension, and good on the RS dimension of the questionnaire. The majority of participants were satisfied with the overall care (Table 3)

- Table 3 presents the summary results of univariate analysis → Table 1 presents the summary results of univariate analysis

**Minor revisions**

1- Key words was removed from the title page.
2- All highlighting and tracking was removed from the manuscript.
3- Section ‘addition materials’ was renamed 'Additional files' and moved to the end of the manuscript (after the tables).
4- Final corrections and revisions was made