Reviewer's report

Title: Development and preliminary validation of an instrument to measure satisfaction with home care in Greece: an exploratory factor analysis of polychoric correlations.

Version: 1 Date: 25 February 2010

Reviewer: Edwin Wouters

Reviewer's report:

This is a solid article (good methods) which describes the development and validation of patient satisfaction instrument for a specific setting (Greek home care). In my opinion, the article is almost ready for publication, however, there are some issues which need to be addressed to make it suitable for publication:

Major compulsory:

1. The language. I am not a native speaker, but I can see that the text requires some editing. Please send it to a professional editing bureau to make the manuscript suitable for publication.

   e.g.

   "In Greece, a related legislation was enacted for the elderly and people with disabilities the previous decade in the majority of municipalities..."

   "the cultural and sociological developments " (should be social instead of sociological (=science))

   "The polychoric correlation coefficient was used in most our analyses."

2. Third page of the method section: "Therefore, we assessed..."

   Seems a strange method to exclude items. In short, you ask people of their overall satisfaction, and then only include items (asking for specific areas) if they correlate with the overall measure. I can see the logic but previous research (predominantly on patient satisfaction in South Africa) has shown that patients can be very satisfied with overall care but very dissatisfied with one specific area (in South Africa: waiting times). If you want to develop an instrument measuring patient satisfaction in SA, you CANNOT exclude this item because it does not correlate with overall satisfaction, because then you miss the most important source of dissatisfaction...

3. Page 4 of method section: the right info is here, but there is no clear structure, please restructure this part (especially staring from "Although the 5-point Likert scale...").

4. Discussion: paragraph staring from "An additional...", The part reporting on the inter-item correlations belongs in the results section, as these is in fact still a description of the outcomes of analyses...
5. The authors should mention some limitations of the instrument they developed: two of their scales/factors have only got 2 items, while a latent variable normally requires at least 3 items.

**Level of interest:** An article whose findings are important to those with closely related research interests

**Quality of written English:** Needs some language corrections before being published

**Statistical review:** Yes, and I have assessed the statistics in my report.

**Declaration of competing interests:**

I declare that I have no competing interests.