Reviewer's report

Title: Impact of organizational factors on adherence to laboratory testing protocols in adult HIV care in Lusaka, Zambia.

Version: 2 Date: 19 December 2011

Reviewer: Mit Philips

Reviewer's report:

Overall, I think the revision of the article and the additional information provided has greatly improved the article and increased its potential for readers to highlight its practical and operational implications. Adding general information on the ART programme and the organisational context has markedly increased the degree of understandability. In particular the explanation of practical organisation of lab test proceedings and the way how ART care services are organised within overall health facility have clarified the context.

The reasons for seemingly contradicting results observed have been explored through elements of team composition, task fragmentisation to different staff and differentiated attitudes among clinician & nurses. Also the link to reasons of non-application of the prescribed protocols is better covered in the discussion. The limitations of the research have been clearly stated. I'm also quite satisfied with the indications provided on effects on individual patient and public health interest.

I want to congratulate and thank the authors for the hard work done for the review; it has significantly improved its quality and allows to raise clear elements for a very relevant subject.

Major Compulsory Revisions
None

Minor Essential Revisions
None

Discretionary revisions:

* Under discussion on page 12, it is stated that in presence of resource constraints the decision to start a person on ART without the full range of tests, might exclude another patient from ART. This refers rather to a limitation in initiation slots and not directly to resource shortfalls. Resource constraints should lead to a complete revision of the use of resources towards quality care, eg to reduce costs and not exclude patients from initiation or postpone ART, as this in itself is very bad quality of care, with important negative consequences for patients. In my experience the absence or delay of CD4 counts often blocks patients from timely start of ART.

* there is an extra word in the sentence p. 6:
"...All results were processed before (a) being printed in hard-copy..."

**Level of interest:** An article of importance 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