Reviewer's report

Title: A Three Models Comparison of Quality Satisfaction and Loyalty Relationships: An Empirical Study in the Chinese Healthcare system

Version: 2 Date: 24 August 2012

Reviewer: Ali K Anbori

Reviewer's report:

1) Define "appropriate assessment model" statement you used in paragraph 3 in the background?
2) Do you think you have achieved the first half of the main purpose of this study (analyze perceived quality) and how?
3) Where did you explain patient service quality-seeking behavior in the Chinese healthcare market which has been mentioned as one of the aims of this study?
4) Please explain the sampling technique you have used to select the hospitals and the inpatients?
5) Define "all six hospitals had fairly good reputation ..."? and don't you think this might affect the results of the study?
6) Please describe the different types and/or classification of public hospitals in Shanghai and what type did you select?
7) why did you chose 20-65 age group and how did you get the sex percentages?
8) is there any missing data in the completed questionnaire? how did you handle it?
9) why did you use the two study technique? and what are the basis of the numbers of questionnaire you have distributed in each stage?
10) why did you 10-point semantic differential scales with items of patients' satisfaction and not the 7-point Likert scale?
11) Don't you think it is confusing for participants to use different scales with different directions?
12) why did you use single item measure with patient loyalty and multiple item measure with patient satisfaction?
13) did you think that you have thoroughly searched for many other studies, in other Asian countries, about perceived quality, patient satisfaction and loyalty (look for Ali Anbori)?

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

**Quality of written English:** Acceptable

**Statistical review:** Yes, but I do not feel adequately qualified to assess the statistics.

**Declaration of competing interests:**

'I declare that I have no competing interests'