Reviewer's report

Title: A three model comparison of the relationship between quality, satisfaction and loyalty: an empirical study of the Chinese healthcare system

Version: 3 Date: 19 October 2012

Reviewer: Oyvind Bjertnaes

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I am satisfied with the revised manuscript, well done! I only have some minor comments:

- Minor Essential Revisions

Abstract: the conclusion part should include context (China). I would also like to see one sentence about implications of findings in the conclusion part, something like: "This implies that the measurement of patient experiences should include topics of importance for patients’ satisfaction with health care services"

Discussion: the limitation part should be placed before conclusions.

Reliability of difference scores (ref Prakash): I found the reference (40), but it was used for another topic. I originally wanted comments relating to the lower reliability for difference scores (two measurements), but I now understand that expectations and perceptions were measured at the same time. Then you face another problem, namely the response shift problem - adjustment of expectations to experiences. This should be mentioned in the limitation part.

Measures: 10-point versus 5-point questionnaires: you write that "ten point scales were preferred...", but is this the correct reference? Also, I am not sure if this is true, see the following study:


Level of interest: An article of importance in its field

Quality of written English: Acceptable

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

Declaration of competing interests:
I declare that I have no competing interests