Reviewer's report

**Title:** Hospital process orientation from an operations management perspective: development of a measurement tool and testing in three ophthalmic practices.

**Version:** 2  **Date:** 5 July 2013

**Reviewer:** Ludwig Kuntz

Reviewer's report:

see attachment

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

**Quality of written English:** Acceptable

**Statistical review:** No, the manuscript does not need to be seen by a statistician.