Reviewer's report

Title: Case managers for older persons with multi-morbidity and their everyday work - a focused ethnography

Version: 3  Date: 17 November 2013

Reviewer: Lianne Jeffs

Reviewer's report:

Overall you have responded to the reviewer comments and provided more background when requested. The results section still requires more analytical work as it is long and does not provide necessarily a succinct or integrated story from the observational and interview data. Moreover, what is the contribution of your work to the larger body of literature on professional identity in the context of case management of elder complex patients. As mentioned in my previous review there is a body of literature on care transition interventions that involve intensive case management of the complex elder patient population that provide details on their interventions and links to websites that provide more details. Streamlining the results section may assist in having a storyline that provides more explicitly what your empirical observations and analytical lens adds to what is already known in case management and also professional identity literature.

Some other questions/comments - how did the case managers have organizational influence - you mention in meetings? How so? You mention that you piloted out the interview guide with 5 RNs who have experience - were they representative of the sample you had for the study? You mention the interview guide was guided by 3 themes - how were these arrived at - through a literature review? You mention that field notes contributed to a "pre-understanding" - How so and what does this mean? The response to achieving saturation of the wording now of "finalize the analysis" recommend to use word saturation - in my earlier review was suggesting you needed to describe how you achieved saturation not necessarily change the wording. In results you mention that participants were "standing outside of health care" - how so or is it rather - they were outside of their professional backgrounds? when advocating for patients.

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

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