Author's response to reviews

Title: Quality Management: Reduction of Waiting Time and Efficiency Enhancement in an ENT-University Outpatients' Department

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Version: 2 Date: 3 June 2008

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Please find enclosed our manuscript concerning “Quality Management” in an ENT university outpatients’ department. In order to ensure efficiency and quality of treatment a purposeful planning of patient appointments in the outpatients’ departments and speciality consulting hours of university clinics is necessary. The internal quality management of our clinic effected organizational and structural changes of the outpatients’ department. The development of this project is described step by step from the planning phase to inauguration into the daily routine of the clinic.

Recently questions of quality control became more and more relevant to all parts of the public health system as shown by the increasing international discussion concerning standardized treatment and quality standards. Therefore, our experience imparted in this manuscript may be of interest to the readers of your journal.

We are looking forward to your –hopefully positive- answer and the comments of the reviewers.

With best regards,
Matthias Helbig