Reviewer's report

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

Version: 2 Date: 20 October 2008

Reviewer: Gwenaëlle Vidal-Trecan

Reviewer's report:

The authors described a study aiming at simplifying the scheduling of and planning patient appointments in the outpatients’ departments and specialty consulting hours of university clinics to ensure efficiency and quality of treatment. It is an interesting study.

The question posed by the authors well defined. The methods are appropriate. However, a great part of the methods should be moved in the result section (e.g. “Each single phase is described in the following text and summarized in tab.1”). This analysis is a result of the study as does “These investigations revealed the following problems etC...”. The discussion is short. May be referring to A. Dechartres, V. Mazeau, C. Grenier-Sennelier, A.P. Brézin, GM. Vidal-Trecan. Improving the organization of consultation departments in university hospitals. J Eval Clin Practice. 2008;13 (6): 930-4 could be help to discuss the results.

Major compulsory revision: revise the manuscript so that
- the introduction describe only the background and the aim of the study. For example, the last sentence of the introduction (Its implementation into the daily routine proved very successful) should not be placed there but in the first paragraph of the discussion. It provides an analysis of results before methods and result had been described.
- the method section contains only method and not results
- the results and the discussion section is expanded.

These major revisions needed for a better understanding of the study should be easy to do.

Minor essential revision
The English should be revised by a native English speaker.

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' below.