Reviewer’s report

Title: Factors determining satisfaction among facility-based maternity clients in Nepal

Version: 0 Date: 24 May 2017

Reviewer: Adeline Boatin

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BMC Pregnancy and Childbirth Review - Nepal Client Satisfaction

Overall

Interesting and important topic. Manuscript focuses on client satisfaction among Nepalese women undergoing institutional deliveries.

Introduction:

* The introductory sentence makes it seem that self/personal control and the physical environment are the two dimensions of client satisfaction. The authors go on to describe aspects of care but the phrasing makes it seem that this is less important or not part of the multidimensional construct initially introduced.

* Line 86 - The authors mention a facility based survey undertaken in 2012 - was this among maternity unit. How was it different from the STS 2013

* Line 90 - The authors state that there are few studies investigating the determinants of satisfaction in facility-based maternity clients, however in the sentences just before this they reference two other studies. Please clarify how the proposed study is different from these two and how they feel it adds to the literature.

Methods:

* Might be helpful to state up front that this is a secondary analysis of survey data - if that is what it is?

* Women seeking "care for intrapartum complications" - does this include antepartum women who are admitted but who do not necessarily deliver at the facility?
* Were private facilities included in the survey? And if so did results differ by private vs. public?

* Measures: can you explain how the 8 measures included in the survey where chosen? Where they based on other validated measures?

* Line 157-158 - can you clarify what is meant by the "the main factor".

* Any consideration given to assessing if mode of delivery, or other outcomes impacted client satisfaction. Other supply side factors to consider - Length of stay etc

Discussion:

* One of the main findings is that longer waiting times and overcrowding affect client satisfaction - do the authors have any comment/suggestions as to how to address this problem.

**Are the methods appropriate and well described?**
If not, please specify what is required in your comments to the authors.

Yes

**Does the work include the necessary controls?**
If not, please specify which controls are required in your comments to the authors.

Yes

**Are the conclusions drawn adequately supported by the data shown?**
If not, please explain in your comments to the authors.

Yes

**Are you able to assess any statistics in the manuscript or would you recommend an additional statistical review?**
If an additional statistical review is recommended, please specify what aspects require further assessment in your comments to the editors.

I recommend additional statistical review

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Needs some language corrections before being published
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