Reviewer’s report

Title: Using Total Quality Management Approach to Improve Patient Safety by Preventing Medication Error Incidences

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Reviewer: Terri Warholak

Reviewer's report:

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Using Total Quality Management Approach to Improve Patient Safety by Preventing Medication Error Incidences

Comments to the author

General: I REALLY like the concept behind this manuscript. This manuscript provides incredibly rich detail of an example of using the Total Quality Management (TQM) approach in a real-world setting that will help readers employ TQM in their own institutions. However, I feel that the manuscript is in need of significant rework mostly because of English as a second language (ESL) issues (i.e., the entire manuscript needs a heavy edit to resolve grammar, consistency and clarity issues). In addition, the entire manuscript should be written in the past tense as the project is now completed. I have outlined additional issues I see below…

Abstract

* Several things are left out of the abstract. For example, in the objective, the baseline medication error rate was mentioned. The reader would expect that the post measure would be reported in the results.

Background

* This section is far too long (I'd cut at least half of it) and needs an edit for ESL issues.
Methods

* Medication error and other operational definitions should be placed in this section. In addition each one should have a reference.

* One way to better organize the paper is to make sure it follows the SQUIRE guidelines. At this point it does not.

Tables

Table 1: DMAIC should be spelled out in the title of the table

Table 3: CTQ should be spelled out in the key

Table 8: Add a key that describes how scores were calculated

Table 9, 10, 11, and 12: Add n=x so the reader can see how many events are being described

Table 15: Add N=x for total events described and a column for number and percent for each row.

Figure 1: SIPOC should be spelled out in title

Fig 5, 6, 7, and 8: Add n=x and include key for figure 5

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 am able to assess the statistics
Quality of written English
Please indicate the quality of language in the manuscript:

Not suitable for publication unless extensively edited

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None

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