Reviewer’s report

Title: Identifying and Addressing Gaps in the Implementation of a Community Care Team for Care of Patients with Multiple Chronic Conditions

Version: 1 Date: 15 Jul 2019

Reviewer: Gianfranco Damiani

Reviewer's report:

This is an interesting and original paper showing how to enact and improve the activities of Community Care Teams. This article is well written and organized.

Anyhow some major revisions are needed.

1) In the Abstract session the numbers of chart reviews, interviews and observations have to be considered results and so coherently reported in the results subsession.

2) In the Background session the Authors report: "...When illness and treatment burden overwhelm patients' and their caregivers’ abilities and resources or capacity to self-care, patient outcomes suffer..." This statements could be fruitfully enriched with some considerations coming from the article of Buja et al. BMJ Open. 2018 Jul 28;8(7):e020626. doi: 10.1136/bmjopen-2017-020626. Developing a new clinical governance framework for chronic diseases in primary care: an umbrella review.

3) In the Methods session the Authors have to specify more analytically what they mean as chart reviews, interviews and observations, referring to the conceptual frameworks of each of these techniques and then how they apply these tools in the Assess process.

4) In the results sessions the Authors state: "...During our interviews, we learned that the lack of identifiable and robust documentation created a barrier to implementation of the program; people who referred to the CCT found it difficult to find and to understand what happened during the CCT process, the status of the patient's situation at the completion of the program, and what further actions were required on the part of the primary care team. Additionally, clinicians indicated that a strong feedback loop to describe the patients' successes was also the best promoter of future referrals, based on their past experience with other programs.

In the discussion they have to specify the potential impact of these limitations and explaining how they could be properly addressed.

Are the methods appropriate and well described?
If not, please specify what is required in your comments to the authors.
No

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

No

**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.

Not relevant to this manuscript

**Quality of written English**
Please indicate the quality of language in the manuscript:

Acceptable

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