

Reviewer #1 comments (written by Keville Frederickson):

This is an excellent article and one that will be of value to nursing service and education as well as research! The writing is clear however, the organization of the article made it very difficult to understand until the third reading. I would suggest the following:

1. Organization:

- a. **The headings are misleading. Suggest that the problem statement come up front after Background. Problem Statement I think is to “use a combination of methods including EBP to identify the primary dissatisfiers in an ED”. From this I would say that the conceptual framework is the combined EBP and patient input.**
- b. **Then Method which could begin with Approach page 3, 18. Followed by the team..please give a little more detail about the team members as this would be very important for replication..ex: “an analyst”..what kind? Profession? Etc. the same as “several project assistants” what was their background, etc.**
- c. **I think the heading Cooperative Learning Model p 5 line 18 is probably The Procedure.**
- d. **P6 Results confuses the issue. Remove 1) The active..., since you really do not report on this and it is part of your CLM.**
- e. **Searching the evidence page 6, line 14 is part of the procedure.**
- f. **P7, line 3 is the Setting; p7 line 12 belongs as part of the background or something but not here.**
- g. **Page 8 has a lot of abbreviations that are not explained: PULL system line 7, line 4 I finally figured out what “dirty, in process and clean ...” was, but it would help to give a little explanation.**
- h. **Page 8 line 9, please give a few examples of “new processes to impact patient capacity and flow”.**
- i. **Page 9 line 16 needs to come earlier to explain the approach.**
- j. **I think waiting room structure is part of setting.....**
- k. **Page 12 line 8, is part of the procedure.**
- l. **This is more or less what I meant by the organization needed revision.**

NOTE: The content of this article is excellent; it just needs reorganization.