

## **Reviewer -2**

I have mixed feelings about this manuscript.

On one hand, this manuscript does a nice job outlining the key characteristics of successful healthcare systems and organizations. Certainly, this information will be of use to similar organizations and health care professionals.

On the other hand, there is not a description of how the data was collected (survey tool, qualitative document analysis etc), the criteria used for the systematic review, and if they included all organizations that met the criteria or selectively chose the one's the deemed that were most important. It seems that made some themes/categories to describe the characteristics of a successful program. Did use a content analysis approach to develop these themes? Without some description of the methods used your left to guess about the generalizability/transferability of the results. It would be helpful if the authors could tell us more about their process.

The sections are fine. If they choose to include information about their method of data collection. It should have its own section.

I think a description of their data collection and analysis would strengthen this manuscript.