

The Safer Delivery of Surgical Services Program (S3): explaining its differential effectiveness and exploring implications for improving quality in complex systems.

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<https://psnet.ahrq.gov/issue/safer-delivery-surgical-services-program-s3-explaining-its-differential-effectiveness-and>

This qualitative study sought to validate and understand the previously published results of the [Safer Delivery of Surgical Services](#) (S3) program, which showed that combining efforts aimed at improving the [work system](#) and [safety culture](#) was more efficacious than either approach alone. The investigators developed themes and lessons learned through semistructured interviews with hospital staff and the research team.