Table 1 Data collection and analysis

Indicator	Data source	Data collection method	Data collection design & analysis
Patient safety Datix events related to non-medication orders	Organization's event reporting system (Datix)	The project manager and SME reviewed secondary data made available by the finance, IT and quality departments	Cross-sectional review of secondary data before and after the project. All data tabulation and analysis were conducted via an Excel data workbook.
Financial performance Revenue cycle charge capture	Revenue cycle charge capture reports, specifically on non-medication orders		
Operations support performance IT – technical issues & IT – change requests	IT reports extracted and filtered only for change requests or complaints submitted to IT before and after the project, and specifically concerning non-medication orders		
Clinical staff performance Average time (in seconds) spent to navigate basic orders in the EMR	Cerner's lights on network platform that provides real-time data		
Clinical staff satisfaction	Electronic survey responses from clinicians	The project manager collated all data generated by a complete enumeration (census) anonymous online survey distributed electronically to all clinicians	Prospective cohort study of changes in the overall satisfaction of clinical staff with all data tabulation and analysis being carried out in an Excel data workbook to perform a **Chi-square test for Independence**

All pre-intervention data collection on indicators covered all or parts of 2019, while data collection to determine post-project changes were primarily in 2021 and early 2022.

Note: irrespective of the periods that the data cover, the actual data collection used for analysing changes in the indicators was done twice, before and after the project.