SHECC

From:	Melinda Lennon
Sent:	Wednesday, 18 July 2018 3:47 PM
To:	MD05-MetroSouthHSD; PAH_Executive_Services; ED_Logan; Ed_qeii; Ed_mhsmetrosouth
Cc:	Ed_redland; Health Disaster Management
Subject:	FW: Redland Hospital Staff Notice - Energex Substation Maintenance Works

Dear all,

Just sending this out for info on some works being undertaken at Redland Hospital on electricity supply in a few weeks in case you weren't aware.

Thanks

Mel

Melinda Lennon
Disaster & Emergency Management Coordinator | Metro South Health Building 15, Level 3 | 199 Ipswich Road |
Woolloongabba Q 4102 t. 07 s.73   m. s.73   e.
<mailto:MSHDisasterManagement@health.qld.gov.au> MSHDisasterManagement@health.qld.gov.au |
<http://www.metrosouth.health.qld.gov.au/> www.metrosouth.health.qld.gov.au

  <https://www.facebook.com/MetroSouthHealth>   <https://twitter.com/metsthhealth>
<https://www.linkedin.com/company/metro-south-hospital-and-health-service>
<https://www.instagram.com/metrosouthhealth>

 <https://metrosouth.health.qld.gov.au/_signatureblock>

From: Redland-Wynnum Staff Special Broadcast [mailto:redland-wynnum_special_broadcast@health.qld.gov.au]
Sent: Wednesday, 18 July 2018 3:16 PM
To: Melinda Lennon <Melinda.Lennon@health.qld.gov.au>
Subject: Redland Hospital Staff Notice - Energex Substation Maintenance Works

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 <https://www.vision6.com.au/ch/55528/w2fkf/2424648/40cbdbnxx.html> Logan-Beaudesert QHEPS home page

<http://cdn-au.mailsnd.com/82555/nU08A3-as4YpYOu967xf9-geqnON0f4Re6B0nge_TkE/2521060.png>

Wednesday 18 July 2018

Attention all Staff

Energex Substation Maintenance Works

Wednesday, 1 August 2018 to Friday, 3 August 2018

Each morning at 7.30am commencing Wednesday, 1 August 2018 to Friday, 3 August 2018 all buildings on the Redland Hospital campus will experience a brief 1 minute interruption to the power supply as Energex prepare to perform electrical substation maintenance.

This impact will be of a 1 minute duration and result in a total power shut down i.e. essential (red power points) and non essential (white power points). During this 1 minute period all lighting will be impacted and all fire doors will close.

The ieMR will also be impacted during this period.   Please ensure that all clinical mobile equipment e.g. WOWs, CTGs, laptops, are charged and ready for use. The data and WIFI network rebooting process will take approximately 5-6 mins following the interruption. This will impact on the rebooting of clinical electrical equipment in your areas. It may also be necessary to reboot your PCs.

If you experience any issues following this interruption, including ieMR, please dial Peter Bilton on extension 1021. Issues will be then escalated as required to the Digital Team or BEMS.

There will also be an interruption to Code Blue and Duress during this period so please ensure that you dial 666 in the event of an emergency.

Please ensure this is distributed throughout your work unit to those not regularly accessing email.

If you have any queries please liaise with your Line Manager or if further information is required in relation to this test please contact Steven Macintyre, Building Engineering and Maintenance Services on 3488 3325.

Thank you in advance for your cooperation.

Redland-Wynnum Executive Team

Executive Services | Redland Hospital | Metro South Health Weippin Street, Cleveland, QLD 4163
E: <mailto:ED_Logan@health.qld.gov.au> ED_Redland@health.qld.gov.au | P: (07) 3488 3493 |
<https://www.vision6.com.au/ch/55528/w2fkf/2428300/40cbdfgbk.html> www.metrosouth.health.qld.au

<http://cdn-au.mailsnd.com/82555/Y4_BgYOX2dIX4nNQduKq8DojI-EPMdH8Ron4kc2WqhE/2372520.png>

<https://www.vision6.com.au/ch/55528/w2fkf/2469212/40cbdrgb6.html> Subscribe now |
<mailto:ED_Logan@health.qld.gov.au?subject=Item%20for%20staff%20broadcast%3A> Submit an item for
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Office Park to melinda.lennon@health.qld.gov.au <mailto:melinda.lennon@health.qld.gov.au>

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<https://www.vision6.com.au/download/images/55528/11408115/c80b7e1/bg.gif>

SHECC

From:	James Dance
Sent:	Saturday, 3 November 2018 9:39 AM
To:	SHECC
Cc:	Tina Chinery; Mary Streatfield
Subject:	Re Code Brown Cairns Hospital

CODE BROWN
Internal Emergency - Power failure resulting in loss of local IT systems
0830hrs 3 November 2018
Background
- 0125 Notification of power surge in MAU
- 0130 Mental Health reports no power
- Switch notified NMRA of total main power loss
- BEMS notified at 0130
- 0145 Nursing Director on call notified
- 0150 Executive on call notified

At approximately 0100 hrson 3 November 2018 there was a power outage in the electical distribution network in the vicinity of Lake Street Cairns
The Executive on Call was notified ad an IMT established
BEMS on call immediately responded and once the main supply was reinstated at 0545 hrs began the transition from emergency power back to the main supply
IT and Communications systems were required to be reinstated and this was managed by the IMT
The IMT was at stand up from 0150 hrs
By 0830 hours all systems were fully operational. Next IMT will be 0945hours. Sitreps to follow.

James Dance

Disaster Coordinator

Cairns Services/Office of the Chief executive

Cairns and Hinterland Hospital and Health Service

p: 07 s.73 **|** s.73

a: Level 4,A Block Cairns Hospital, PO Box 902, Cairns QLD 4870

w: Queensland Health **| e:** james.dance@health.qld.gov.au

SHECC

From:	Peter Aitken
Sent:	Saturday, 3 November 2018 10:20 AM
To:	James Dance; Tina Chinery; Mary Streatfield
Cc:	SHECC
Subject:	Fwd: Re Code Brown Cairns Hospital

Thank you for heads up
Let us know if you need anything from 0945 meeting
P

Get Outlook for iOS

From: SHECC <shecc@health.qld.gov.au>
Sent: Saturday, November 3, 2018 9:39 am
To: Peter Aitken
Subject: FW: Re Code Brown Cairns Hospital

From: James Dance
Sent: Saturday, 3 November 2018 9:38:59 AM (UTC+10:00) Brisbane
To: SHECC
Cc: Tina Chinery; Mary Streatfield
Subject: Re Code Brown Cairns Hospital

CODE BROWN
Internal Emergency - Power failure resulting in loss of local IT systems
0830hrs 3 November 2018
Background
- 0125 Notification of power surge in MAU
- 0130 Mental Health reports no power
- Switch notified NMRA of total main power loss
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- 0145 Nursing Director on call notified
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James Dance

Disaster Coordinator

Cairns Services/Office of the Chief executive

Cairns and Hinterland Hospital and Health Service

p: 07 s.73 | s.73

a:Level 4,A Block Cairns Hospital, PO Box 902, Cairns QLD 4870

w:Queensland Health**|e:** james.dance@health.qld.gov.au

SHECC

From:	James Dance
Sent:	Saturday, 3 November 2018 10:38 AM
To:	SHECC
Subject:	Re Sitrep 1

Hi SHECC

Latest sitrep

Cheers

James Dance
Internal Emergency - Power failure resulting in loss of local IT systems
Situation Report: 1– 0830hrs 3 November 2018
Background
- 0125 Notification of power surge in MAU
- 0130 Mental Health reports no power
- Switch notified NMRA of total main power loss
- BEMS notified at 0130
- 0145 Nursing Director on call notified
- 0150 Executive on call notified

Actions to date
- BEMS attended Cairns Hospital (CH) at 0140
- OTIS attended at 0150
- Electrician and plumber attended at 0140
- All critical areas verbally notified of potential issues with power failure
- Generator functioning
- 0500 BEMS notified NMRA that UPS was nearing capacity
- 0505 NMRA contacted Executive on call
- 0545 Main power on but essential power not functioning in Block A due to failure in the ATS
- Babinda Electrics attended and fixed ATS to restore essential power to Block A
- 0600 NMRA notified that locally hosted IT systems were down, that is, TrendCare, Patient Flow, Delegate, Waves, CARPS
- 0555 NMRA contacted the IT hotline
- 0600 NMRA contacted NM Clinical Support Systems as Waves (unrostered staffing)
- 0630 BEMS reported all essential and non-essential power on and that Babinda Electrics will attend again on Monday to check all ATS
- 0630 Manager Support Services informed NMRA and ward staff that phones were redeployed to operational staff as CARPS down
- 0630 Food Services referred back to paper based system for breakfast as Delegate was down
- 0640 Exec on call contacted Acting CE to brief
- Local IT called at 0643 who then contacted District IT on call who then attended CH
- ND on call contacted at 0650 to update
- 0705 Head of Security notified NMRA that duress alarms were not working
- NMRA contacted all clinical areas
- 0715 CSD notified NMRA that T Doc, instrument tracking system, failed.
- 0720 ND on call notified who liaised with CSD to go onto manual tracking
- 0720 District IT notified NMRA that all local IT systems were down and it may take up to 2 hours to fix
- 0730 Exec on call notified Acting CE of intention to set up IMT
- Contacted Director of Communications for a loud speaker broadcast to be formulated
- 0740 Rehab notified that there was no hot water

1

- 0740 BEMS notified
- 0800 PA announcement made

Current Status

- 0812 CARPS, Patient Flow, TrendCare and Delegate working.
- 0812 PACS not working. CDN the vendor for PACS contacted at 0815. Theatre and ED contacted.
- 0816 Cameras and duress systems up and functioning.
- 0827 ND on call confirmed T Doc up and running. Birth suite and Maternity services not reporting any malfunction with fetal link. No one in birth suite.
- 0827 ND contacted Day Surgery and Theatres. Tracking boards functioning. There was a malfunction with CARPS in Emergency theatre which has since been rectified.

Further Actions

- Disaster Coordinator to check Fire Panels
- Notify Director Medical Imaging of PACS issues
- PA announcement update to staff

Next IMT Meeting

- Saturday 0945 3 November 2018

James Dance

Disaster Coordinator

Cairns Services/Office of the Chief executive

Cairns and Hinterland Hospital and Health Service

p: 07s.73 | s.73

a: Level 4,A Block Cairns Hospital, PO Box 902, Cairns QLD 4870

w: Queensland Health **| e:** james.dance@health.qld.gov.au

SHECC

From: James Dance
Sent: Saturday, 3 November 2018 10:41 AM
To: SHECC
Cc: Tina Chinery; Helen Weedon
Subject: Re Sitrep 2

Hi to folks at SHECC

Internal Emergency (code brown) - Power failure resulting in loss of local IT systems
Situation Report: 2– 0945 hrs 3 November 2018
Background
- 0125 Notification of power surge in MAU
- 0130 Mental Health reports no power
- Switch notified NMRA of total main power loss
- BEMS notified at 0130
- 0145 Nursing Director on call notified
- 0150 Executive on call notified

Actions to date
- BEMS attended Cairns Hospital (CH) at 0140
- OTIS attended at 0150
- Electrician and plumber attended at 0140
- All critical areas verbally notified of potential issues with power failure
- Generator functioning
- 0500 BEMS notified NMRA that UPS was nearing capacity
- 0505 NMRA contacted Executive on call
- 0545 Main power on but essential power not functioning in Block A due to failure in the ATS
- Babinda Electrics attended and fixed ATS to restore essential power to Block A
- 0600 NMRA notified that locally hosted IT systems were down, that is, TrendCare, Patient Flow, Delegate, Waves, CARPS
- 0555 NMRA contacted the IT hotline
- 0600 NMRA contacted NM Clinical Support Systems as Waves (unrostered staffing)
- 0630 BEMS reported all essential and non-essential power on and that Babinda Electrics will attend again on Monday to check all ATS
- 0630 Manager Support Services informed NMRA and ward staff that phones were redeployed to operational staff as CARPS down
- 0630 Food Services referred back to paper based system for breakfast as Delegate was down
- 0640 Exec on call contacted Acting CE to brief
- Local IT called at 0643 who then contacted District IT on call who then attended CH
- ND on call contacted at 0650 to update
- 0705 Head of Security notified NMRA that duress alarms were not working
- NMRA contacted all clinical areas
- 0715 CSD notified NMRA that T Doc, instrument tracking system, failed.
- 0720 ND on call notified who liaised with CSD to go onto manual tracking
- 0720 District IT notified NMRA that all local IT systems were down and it may take up to 2 hours to fix
- 0730 Exec on call notified Acting CE of intention to set up IMT
- Contacted Director of Communications for a loud speaker broadcast to be formulated
- 0740 Rehab notified that there was no hot water

1

- 0740 BEMS notified
- 0800 PA announcement made
- 0812 CARPS, Patient Flow, TrendCare and Delegate working.
- 0812 PACS not working. CDN the vendor for PACS contacted at 0815. Theatre and ED contacted.
- 0816 Cameras and duress systems up and functioning.
- 0827 ND on call confirmed T Doc up and running. Birth suite and Maternity services not reporting any malfunction with fetalink. No one in birth suite.
- 0827 ND contacted Day Surgery and Theatres. Tracking boards functioning. There was a malfunction with CARPS in Emergency theatre which has since been rectified.

Current Status

- 8.55 CIO advised that PACS was working
- 9.07 Loud speaker announcement advising staff issues resolved
- 9.15 Visit to ED to check PACS, staff advised system working
- 9.20 Exec on call visit to medical imaging, PACS not working. Exec on call rang CIO to notify.
- ED and theatres advised that there may still be issues with PACS
- 9.50 CSD advised of an issue with system working but failing to print. Gone to downtime paper process.
- CIO contacted local IT on call to resolve T-Doc issue.
- 920 SHECC notified. Code Brown.
- 907 Exec on call updated a/CE
- 957 security called in BEMS as doors to mental health unit into airlock entry on ground floor not opening. There are alternate egresses for fire safety.
- PACS vendor CDN technicians working to resolve. Medical imaging operating on downtime procedures.

Actions from IMT #1

- Disaster Coordinator to check Fire Panels   - complete and fully functional. Security system up and running.
- Notify Director Medical Imaging of PACS issues   - complete
- PA announcement update to staff   - complete
- Disaster coordinator to notify SHECC - complete

Further Actions

Notify all staff that PACs issue ongoing. Vendor working to resolve on site.
Continue monitoring.
Follow up on security doors at Mental Health .

Next IMT Meeting

- Saturday 1100, 3 November 2018

James Dance

Disaster Coordinator

Cairns Services/Office of the Chief executive

Cairns and Hinterland Hospital and Health Service

p: 07 s.73 | s.73

a: Level 4,A Block Cairns Hospital, PO Box 902, Cairns QLD 4870

w: Queensland Health **| e:** james.dance@health.qld.gov.au

SHECC

From:	Peter Aitken
Sent:	Saturday, 3 November 2018 10:44 AM
To:	SHECC; Tina Chinery; Mary Streatfield; James Dance
Subject:	Re: Re Sitrep 2

Hi
Many thanks
Sounds like you are well on top of it
Just let us know if you need anything
Cheers
P

Get Outlook for iOS

From: SHECC <shecc@health.qld.gov.au>
Sent: Saturday, November 3, 2018 10:40 am
To: Peter Aitken
Subject: FW: Re Sitrep 2

From: James Dance
Sent: Saturday, 3 November 2018 10:40:45 AM (UTC+10:00) Brisbane
To: SHECC
Cc: Tina Chinery; Helen Weedon
Subject: Re Sitrep 2

Hi to folks at SHECC

Internal Emergency (code brown) - Power failure resulting in loss of local IT systems
Situation Report: 2– 0945 hrs 3 November 2018
Background
- 0125 Notification of power surge in MAU
- 0130 Mental Health reports no power
- Switch notified NMRA of total main power loss
- BEMS notified at 0130
- 0145 Nursing Director on call notified
- 0150 Executive on call notified

Actions to date
- BEMS attended Cairns Hospital (CH) at 0140
- OTIS attended at 0150
- Electrician and plumber attended at 0140
- All critical areas verbally notified of potential issues with power failure
- Generator functioning
- 0500 BEMS notified NMRA that UPS was nearing capacity
- 0505 NMRA contacted Executive on call
- 0545 Main power on but essential power not functioning in Block A due to failure in the ATS
- Babinda Electrics attended and fixed ATS to restore essential power to Block A

- 0600 NMRA notified that locally hosted IT systems were down, that is, TrendCare, Patient Flow, Delegate, Waves, CARPS
- 0555 NMRA contacted the IT hotline
- 0600 NMRA contacted NM Clinical Support Systems as Waves (unrostered staffing)
- 0630 BEMS reported all essential and non-essential power on and that Babinda Electrics will attend again on Monday to check all ATS
- 0630 Manager Support Services informed NMRA and ward staff that phones were redeployed to operational staff as CARPS down
- 0630 Food Services referred back to paper based system for breakfast as Delegate was down
- 0640 Exec on call contacted Acting CE to brief
- Local IT called at 0643 who then contacted District IT on call who then attended CH
- ND on call contacted at 0650 to update
- 0705 Head of Security notified NMRA that duress alarms were not working
- NMRA contacted all clinical areas
- 0715 CSD notified NMRA that T Doc, instrument tracking system, failed.
- 0720 ND on call notified who liaised with CSD to go onto manual tracking
- 0720 District IT notified NMRA that all local IT systems were down and it may take up to 2 hours to fix
- 0730 Exec on call notified Acting CE of intention to set up IMT
- Contacted Director of Communications for a loud speaker broadcast to be formulated
- 0740 Rehab notified that there was no hot water
- 0740 BEMS notified
- 0800 PA announcement made
- 0812 CARPS, Patient Flow, TrendCare and Delegate working.
- 0812 PACS not working. CDN the vendor for PACS contacted at 0815. Theatre and ED contacted.
- 0816 Cameras and duress systems up and functioning.
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- 9.50 CSD advised of an issue with system working but failing to print. Gone to downtime paper process.
- CIO contacted local IT on call to resolve T-Doc issue.
- 920 SHECC notified. Code Brown.
- 907 Exec on call updated a/CE
- 957 security called in BEMS as doors to mental health unit into airlock entry on ground floor not opening. There are alternate egresses for fire safety.
- PACS vendor CDN technicians working to resolve. Medical imaging operating on downtime procedures.

Actions from IMT #1
- Disaster Coordinator to check Fire Panels   - complete and fully functional. Security system up and running.
- Notify Director Medical Imaging of PACS issues   - complete
- PA announcement update to staff   - complete
- Disaster coordinator to notify SHECC - complete

Further Actions
Notify all staff that PACs issue ongoing. Vendor working to resolve on site.
Continue monitoring.
Follow up on security doors at Mental Health .

Next IMT Meeting
- Saturday 1100, 3 November 2018

James Dance

Disaster Coordinator

Cairns Services/Office of the Chief executive

Cairns and Hinterland Hospital and Health Service

p: 07 s.73   s.73

a:Level 4,A Block Cairns Hospital, PO Box 902, Cairns QLD 4870

w:Queensland Health|**e:** james.dance@health.qld.gov.au

James Dance

Disaster Coordinator

Cairns Services/Office of the Chief executive

SHECC

From:	Peter Aitken
Sent:	Saturday, 3 November 2018 10:49 AM
To:	SHECC; Brenda Patane; Joanne Dyson; Health Disaster Management
Subject:	Fwd: Re Sitrep 2

FYI
Good time log of events and actions
Interesting code
P

Get Outlook for iOS

From: SHECC <shecc@health.qld.gov.au>
Sent: Saturday, November 3, 2018 10:40 am
To: Peter Aitken
Subject: FW: Re Sitrep 2

From: James Dance
Sent: Saturday, 3 November 2018 10:40:45 AM (UTC+10:00) Brisbane
To: SHECC
Cc: Tina Chinery; Helen Weedon
Subject: Re Sitrep 2

Hi to folks at SHECC

Internal Emergency (code brown) - Power failure resulting in loss of local IT systems
Situation Report: 2– 0945 hrs 3 November 2018
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- NMRA contacted all clinical areas
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- 0720 ND on call notified who liaised with CSD to go onto manual tracking
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- 0730 Exec on call notified Acting CE of intention to set up IMT
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- 0740 Rehab notified that there was no hot water
- 0740 BEMS notified
- 0800 PA announcement made
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- 957 security called in BEMS as doors to mental health unit into airlock entry on ground floor not opening. There are alternate egresses for fire safety.
- PACS vendor CDN technicians working to resolve. Medical imaging operating on downtime procedures.

Actions from IMT #1
- Disaster Coordinator to check Fire Panels   - complete and fully functional. Security system up and running.
- Notify Director Medical Imaging of PACS issues   - complete
- PA announcement update to staff   - complete
- Disaster coordinator to notify SHECC - complete

Further Actions
Notify all staff that PACs issue ongoing. Vendor working to resolve on site.
Continue monitoring.
Follow up on security doors at Mental Health .

Next IMT Meeting
- Saturday 1100, 3 November 2018

James Dance

Disaster Coordinator

Cairns Services/Office of the Chief executive

Cairns and Hinterland Hospital and Health Service

p: 07 s.73 | s.73

a:Level 4,A Block Cairns Hospital, PO Box 902, Cairns QLD 4870

w:Queensland Health|**e:** james.dance@health.qld.gov.au

SHECC

From:	CHHHS-Comms
Sent:	Saturday, 3 November 2018 11:36 AM
To:	CNS-NMRA; Luci Soh; Allister Hodge; Andrea O'Shea; CHHHS Executive Director Medical Services; CHHHS Finance & Infrastructure; Executive Director Cairns Services CHHHS; CHHHS_EDONM; Christiaan Barnard; Clare Douglas; Darren Armstrong; Donna Goodman; Nicki Murdock; Richard Stone; Steve Thacker; Helen Weedon; CHHHS_Nursing_Director_IMECYS; Jocelyn Rogers; Luke Croker; Vicky Kenneally; Marie Kelly; Mary Streatfield; CHHHS Medicine1; CHHHS Medicine2; CHHHS OPSAR; CHHHS_SURGICAL; Michael Tervit; Amy Diggins; Greg Jackson; Catherine Smith; Tania Cavanagh; CHHHS_IMECYS; Gino Richter; Robert Pavich; James Dance; Jarred Brose; Amy Diggins; Tina Chinery; Denise Patterson; Steve Thacker; Donna Goodman; Jenny Thornton; Linda Bailey; Joy Savage; Nicki Murdock; Peter Mann; Fiona Justin; Andrea O'Shea; Darren Armstrong; Linda Bailey; Jarred Brose; Tania Cavanagh; Christine Chamberlain; Director Nursing & Midwifery CH; Tina Chinery; Susan Henderson; Gabrielle Honeywood; Greg Jackson; Marie Kelly; Robert Pavich; Gino Richter; Jocelyn Rogers; Helen Weedon; SHECC
Subject:	Sit Rep report #3 - cairns hospital code brown

Internal Emergency (code brown) - Power failure resulting in loss of local IT systems

Situation Report: 3– 1100 hrs, 3 November 2018

Following power outage at 01.30 there were rolling impacts on local ICT systems, including a period where all local ICT systems went down. Most ICT issues were resolved around 8.30am, but issues continued in CSD and medical imaging. Workaround systems are in place. The situation continues to be monitored though an incident management team.

Current Status 1100hrs

- 1010 staff loud speaker announcement that PACs issue ongoing.
- Switch advised printers and scanner out – for sending out rosters and staffing lists. Manual workaround in place.
- ED reception swipe readers are out – being fixed by security
- Mental health doors: Security walkthroughs increased in frequency whilst doors were not working. 1100 advised that doors in mental health are fixed.
- CIO advised that PACS vendor is on site and working to resolve. Med Imaging Director on site. ETA for resolution of issue 15 minutes. System appears to be working and validation testing underway.
- 11.11 CIO advised that PACS system is working and has been validated.
- Local IT on call person is liaising with CSD and T-Doc vendor. System is working locally but still can't print. T-Doc vendor is working to reset system. No ETA for resolution at this stage.
- NMRA no new issues advised.

Further Actions

- Await advice from ICT technicians on resolution of CSD issue.
- Continue to monitor situation.
- Wait 30 minutes to ensure PACS remains operational before advising staff on loudspeaker.

Actions arising

IMT meeting #2

- Notify all staff that PACs issue ongoing. Vendor working to resolve on site – completed 1110
- Continue monitoring situation - ongoing
- Disaster coordinator to follow up on security doors at Mental Health. – complete. Doors fixed at 1100.

IMT meeting #1:

- Disaster Coordinator to check Fire Panels   - complete and fully functional. Security system up and running.
- Notify Director Medical Imaging of PACS issues   - complete
- PA announcement update to staff   - complete
- Disaster coordinator to notify SHECC – complete

Background

- 0125 Notification of power surge in MAU
- 0130 Mental Health reports no power
- Switch notified NMRA of total main power loss
- BEMS notified at 0130
- 0145 Nursing Director on call notified
- 0150 Executive on call notified

Actions to date

- BEMS attended Cairns Hospital (CH) at 0140
- OTIS attended at 0150
- Electrician and plumber attended at 0140
- All critical areas verbally notified of potential issues with power failure
- Generator functioning
- 0500 BEMS notified NMRA that UPS was nearing capacity
- 0505 NMRA contacted Executive on call
- 0545 Main power on but essential power not functioning in Block A due to failure in the ATS
- Babinda Electrics attended and fixed ATS to restore essential power to Block A
- 0600 NMRA notified that locally hosted IT systems were down, that is, TrendCare, Patient Flow, Delegate, Waves, CARPS
- 0555 NMRA contacted the IT hotline
- 0600 NMRA contacted NM Clinical Support Systems as Waves (unrostered staffing)
- 0630 BEMS reported all essential and non-essential power on and that Babinda Electrics will attend again on Monday to check all ATS
- 0630 Manager Support Services informed NMRA and ward staff that phones were redeployed to operational staff as CARPS down
- 0630 Food Services referred back to paper based system for breakfast as Delegate was down
- 0640 Exec on call contacted Acting CE to brief
- Local IT called at 0643 who then contacted District IT on call who then attended CH
- ND on call contacted at 0650 to update
- 0705 Head of Security notified NMRA that duress alarms were not working
- NMRA contacted all clinical areas

2

- 0715 CSD notified NMRA that T Doc, instrument tracking system, failed.
- 0720 ND on call notified who liaised with CSD to go onto manual tracking
- 0720 District IT notified NMRA that all local IT systems were down and it may take up to 2 hours to fix
- 0730 Exec on call notified Acting CE of intention to set up IMT
- Contacted Director of Communications for a loud speaker broadcast to be formulated
- 0740 Rehab notified that there was no hot water
- 0740 BEMS notified
- 0800 PA announcement made
- 0812 CARPS, Patient Flow, TrendCare and Delegate working.
- 0812 PACS not working. CDN the vendor for PACS contacted at 0815. Theatre and ED contacted.
- 0816 Cameras and duress systems up and functioning.
- 0827 ND on call confirmed T Doc up and running. Birth suite and Maternity services not reporting any malfunction with fetalink. No one in birth suite.
- 0827 ND contacted Day Surgery and Theatres. Tracking boards functioning. There was a malfunction with CARPS in Emergency theatre which has since been rectified.
- 8.55 CIO advised that PACS was working
- 9.07 Loud speaker announcement advising staff issues resolved
- 9.07 Exec on call updated a/CE
- 9.15 Visit to ED to check PACS, staff advised system working
- 9.20 Exec on call visit to medical imaging, PACS not working. Exec on call rang CIO to notify.
- 9.20 SHECC notified. Code Brown.
- ED and theatres advised that there may still be issues with PACS
- 9.50 CSD advised of an issue with system working but failing to print. Moved to downtime paper process.
- CIO contacted local IT on call to resolve T-Doc issue.
- 9.57 security called in BEMS as doors to mental health unit into airlock entry on ground floor not opening. There are alternate egresses for fire safety.
- PACS vendor CDN technicians working to resolve. Medical imaging operating on downtime procedures.

Next IMT Meeting

- Saturday 1200, 3 November 2018

IMT Team : For access to mobile Contact via Switch
Executive on call (incident controller) - Mary Streatfield
Nursing Director on call - Jocelyn Rogers
CIO - Peter Mann
Manager Support Services - Greg Jackson
NMRA - Melissa Marshall and Richard Herald
Communication - Salli Graham

on behalf of:

Nurse Management Resource Allocation
Ground Floor, Block C
Cairns Hospital, Esplanade, Cairns QLD 4870
Ph: s.73   **Fax:** s.73
CNS-NMRA@health.qld.gov.au   www.health.qld.gov.au

Nurse Management Resource Allocation
Ground Floor, Block C
Cairns Hospital, Esplanade, Cairns QLD 4870

4

SHECC

From:	Peter Aitken
Sent:	Saturday, 3 November 2018 11:42 AM
To:	Jeannette Young; Mark Elcock; Warren Prentice; Bob Bull
Cc:	SHECC
Subject:	Fwd: Sit Rep report #3 - cairns hospital code brown

FYI

P

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From: SHECC <shecc@health.qld.gov.au>
Sent: Saturday, November 3, 2018 11:36 am
To: Peter Aitken
Subject: FW: Sit Rep report #3 - cairns hospital code brown

From: CHHHS-Comms
Sent: Saturday, 3 November 2018 11:36:21 AM (UTC+10:00) Brisbane
To: CNS-NMRA; Luci Soh; Allister Hodge; Andrea O'Shea; CHHHS Executive Director Medical Services; CHHHS Finance & Infrastructure; Executive Director Cairns Services CHHHS; CHHHS_EDONM; Christiaan Barnard; Clare Douglas; Darren Armstrong; Donna Goodman; Nicki Murdock; Richard Stone; Steve Thacker; Helen Weedon; CHHHS_Nursing_Director_IMECYS; Jocelyn Rogers; Luke Croker; Vicky Kenneally; Marie Kelly; Mary Streatfield; CHHHS Medicine1; CHHHS Medicine2; CHHHS OPSAR; CHHHS_SURGICAL; Michael Tervit; Amy Diggins; Greg Jackson; Catherine Smith; Tania Cavanagh; CHHHS_IMECYS; Gino Richter; Robert Pavich; James Dance; Jarred Brose; Amy Diggins; Tina Chinery; Denise Patterson; Steve Thacker; Donna Goodman; Jenny Thornton; Linda Bailey; Joy Savage; Nicki Murdock; Peter Mann; Fiona Justin; Andrea O'Shea; Darren Armstrong; Linda Bailey; Jarred Brose; Tania Cavanagh; Christine Chamberlain; Director Nursing & Midwifery CH; Tina Chinery; Susan Henderson; Gabrielle Honeywood; Greg Jackson; Marie Kelly; Robert Pavich; Gino Richter; Jocelyn Rogers; Helen Weedon; SHECC
Subject: Sit Rep report #3 - cairns hospital code brown

Internal Emergency(code brown) - Power failure resulting in loss of local IT systems

Situation Report:3–1100 hrs, 3 November 2018

Following power outage at 01.30 there were rolling impacts on local ICT systems, including a period where all local ICT systems went down. Most ICT issues were resolved around 8.30am, but issues continued in CSD and medical imaging. Workaround systems are in place. The situation continues to be monitored though an incident management team.

Current Status 1100hrs

- 1010 staff loud speaker announcement that PACs issue ongoing.
- Switch advised printers and scanner out – for sending out rosters and staffing lists. Manual workaround in place.
- ED reception swipe readers are out – being fixed by security

- Mental health doors: Security walkthroughs increased in frequency whilst doors were not working. 1100 advised that doors in mental health are fixed.
- CIO advised that PACS vendor is on site and working to resolve. Med Imaging Director on site. ETA for resolution of issue 15 minutes. System appears to be working and validation testing underway.
- 11.11 CIO advised that PACS system is working and has been validated.
- Local IT on call person is liaising with CSD and T-Doc vendor. System is working locally but still can't print. T-Doc vendor is working to reset system. No ETA for resolution at this stage.
- NMRA no new issues advised.

Further Actions

- Await advice from ICT technicians on resolution of CSD issue.
- Continue to monitor situation.
- Wait 30 minutes to ensure PACS remains operational before advising staff on loudspeaker.

Actions arising

IMT meeting #2

- Notify all staff that PACs issue ongoing. Vendor working to resolve on site – completed 1110
- Continue monitoring situation - ongoing
- Disaster coordinator to follow up on security doors at Mental Health. – complete. Doors fixed at 1100.

IMT meeting #1:

- Disaster Coordinator to check Fire Panels   - complete and fully functional. Security system up and running.
- Notify Director Medical Imaging of PACS issues   - complete
- PA announcement update to staff   - complete
- Disaster coordinator to notify SHECC – complete

Background

- 0125 Notification of power surge in MAU
- 0130 Mental Health reports no power
- Switch notified NMRA of total main power loss
- BEMS notified at 0130
- 0145 Nursing Director on call notified
- 0150 Executive on call notified

Actions to date

- BEMS attended Cairns Hospital (CH) at 0140
- OTIS attended at 0150
- Electrician and plumber attended at 0140
- All critical areas verbally notified of potential issues with power failure
- Generator functioning
- 0500 BEMS notified NMRA that UPS was nearing capacity
- 0505 NMRA contacted Executive on call
- 0545 Main power on but essential power not functioning in Block A due to failure in the ATS
- Babinda Electrics attended and fixed ATS to restore essential power to Block A
- 0600 NMRA notified that locally hosted IT systems were down, that is, TrendCare, Patient Flow, Delegate, Waves, CARPS
- 0555 NMRA contacted the IT hotline
- 0600 NMRA contacted NM Clinical Support Systems as Waves (unrostered staffing)
- 0630 BEMS reported all essential and non-essential power on and that Babinda Electrics will attend again on Monday to check all ATS
- 0630 Manager Support Services informed NMRA and ward staff that phones were redeployed to operational staff as CARPS down
- 0630 Food Services referred back to paper based system for breakfast as Delegate was down

- 0640 Exec on call contacted Acting CE to brief
- Local IT called at 0643 who then contacted District IT on call who then attended CH
- ND on call contacted at 0650 to update
- 0705 Head of Security notified NMRA that duress alarms were not working
- NMRA contacted all clinical areas
- 0715 CSD notified NMRA that T Doc, instrument tracking system, failed.
- 0720 ND on call notified who liaised with CSD to go onto manual tracking
- 0720 District IT notified NMRA that all local IT systems were down and it may take up to 2 hours to fix
- 0730 Exec on call notified Acting CE of intention to set up IMT
- Contacted Director of Communications for a loud speaker broadcast to be formulated
- 0740 Rehab notified that there was no hot water
- 0740 BEMS notified
- 0800 PA announcement made
- 0812 CARPS, Patient Flow, TrendCare and Delegate working.
- 0812 PACS not working. CDN the vendor for PACS contacted at 0815. Theatre and ED contacted.
- 0816 Cameras and duress systems up and functioning.
- 0827 ND on call confirmed T Doc up and running. Birth suite and Maternity services not reporting any malfunction with fetalink. No one in birth suite.
- 0827 ND contacted Day Surgery and Theatres. Tracking boards functioning. There was a malfunction with CARPS in Emergency theatre which has since been rectified.
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- 9.07 Loud speaker announcement advising staff issues resolved
- 9.07 Exec on call updated a/CE
- 9.15 Visit to ED to check PACS, staff advised system working
- 9.20 Exec on call visit to medical imaging, PACS not working. Exec on call rang CIO to notify.
- 9.20 SHECC notified. Code Brown.
- ED and theatres advised that there may still be issues with PACS
- 9.50 CSD advised of an issue with system working but failing to print.Moved to downtime paper process.
- CIO contacted local IT on call to resolve T-Doc issue.
- 9.57 security called in BEMS as doors to mental health unit into airlock entry on ground floor not opening. There are alternate egresses for fire safety.
- PACS vendor CDN technicians working to resolve. Medical imaging operating on downtime procedures.

Next IMT Meeting
- Saturday 1200, 3 November 2018

IMT Team: For access to mobile Contact via Switch
Executive on call(incident controller) - Mary Streatfield
Nursing Director on call - Jocelyn Rogers
CIO - Peter Mann
Manager Support Services - Greg Jackson
NMRA - Melissa Marshall and Richard Herald
Communication - Salli Graham

on behalf of:

Nurse Management Resource Allocation
Ground Floor, Block C
Cairns Hospital, Esplanade, Cairns QLD 4870
Ph: s.73   **Fax:** s.73
CNS-NMRA@health.qld.gov.au **www.health.qld.gov.au**

SHECC

From:	CHHHS-Comms
Sent:	Saturday, 3 November 2018 12:33 PM
To:	CNS-NMRA; Luci Soh; Allister Hodge; Andrea O'Shea; CHHHS Executive Director Medical Services; CHHHS Finance & Infrastructure; Executive Director Cairns Services CHHHS; CHHHS_EDONM; Christiaan Barnard; Clare Douglas; Darren Armstrong; Donna Goodman; Nicki Murdock; Richard Stone; Steve Thacker; Helen Weedon; CHHHS_Nursing_Director_IMECYS; Jocelyn Rogers; Luke Croker; Vicky Kenneally; Marie Kelly; Mary Streatfield; CHHHS Medicine1; CHHHS Medicine2; CHHHS OPSAR; CHHHS_SURGICAL; Michael Tervit; Amy Diggins; Greg Jackson; Catherine Smith; Tania Cavanagh; CHHHS_IMECYS; Gino Richter; Robert Pavich; James Dance; Jarred Brose; Amy Diggins; Tina Chinery; Denise Patterson; Steve Thacker; Donna Goodman; Jenny Thornton; Linda Bailey; Joy Savage; Nicki Murdock; Peter Mann; Fiona Justin; Andrea O'Shea; Darren Armstrong; Linda Bailey; Jarred Brose; Tania Cavanagh; Christine Chamberlain; Director Nursing & Midwifery CH; Tina Chinery; Susan Henderson; Gabrielle Honeywood; Greg Jackson; Marie Kelly; Robert Pavich; Gino Richter; Jocelyn Rogers; Helen Weedon; SHECC
Subject:	RE: Sit Rep report #4 - cairns hospital code brown - IMT stand down

Internal Emergency (code brown) - Power failure resulting in loss of local IT systems

Situation Report: 4 – 1200 hrs, 3 November 2018 - IMT STOOD DOWN

Following power outage at 01.30 there were rolling impacts on local ICT systems, including a period where all local ICT systems went down. Most ICT issues were resolved around 8.30am.   An issue continues in CSD but workarounds are in place. The IMT has stood down and situation continues to be monitored through NMRA and executive on-call.

Current Status 1200hrs

- CIO confirmed PACS issue resolved, based on advice from Director of Medical Imaging.
- T-Doc system in CSD is still being resolved. Mitigating actions underway for manual tracking of instruments. CSD has attempted to contact the vendor and is awaiting a response.
- Mental health door issue fully resolved.
- a/CE advised that IMT will stand down. NMRA will continue to monitor for any further issues as per normal on call process.

Further Actions

- Final loud speaker announcement
- ND to follow up with Susan Henderson in business hours to check detail of TDoc 24/7 support in contract.
- Disaster coordinator to prepare incident debrief

Actions arising

IMT meeting #3 – 11am

- Await advice from ICT technicians on resolution of CSD issue. – Efforts being made to contact vendor. Manual processes underway.,
- Continue to monitor situation - complete

- Wait 30 minutes to ensure PACS remains operational before advising staff on loudspeaker – to be done following 12 noon IMT.

IMT meeting #2 – 10am

- Notify all staff that PACs issue ongoing. Vendor working to resolve on site – completed 1110
- Continue monitoring situation - ongoing
- Disaster coordinator to follow up on security doors at Mental Health. – complete. Doors fixed at 1100.

IMT meeting #1:

- Disaster Coordinator to check Fire Panels   - complete and fully functional. Security system up and running.
- Notify Director Medical Imaging of PACS issues   - complete
- PA announcement update to staff   - complete
- Disaster coordinator to notify SHECC – complete

Background

- 0125 Notification of power surge in MAU
- 0130 Mental Health reports no power
- Switch notified NMRA of total main power loss
- BEMS notified at 0130
- 0145 Nursing Director on call notified
- 0150 Executive on call notified

Actions to date

- BEMS attended Cairns Hospital (CH) at 0140
- OTIS attended at 0150
- Electrician and plumber attended at 0140
- All critical areas verbally notified of potential issues with power failure
- Generator functioning
- 0500 BEMS notified NMRA that UPS was nearing capacity
- 0505 NMRA contacted Executive on call
- 0545 Main power on but essential power not functioning in Block A due to failure in the ATS
- Babinda Electrics attended and fixed ATS to restore essential power to Block A
- 0600 NMRA notified that locally hosted IT systems were down, that is, TrendCare, Patient Flow, Delegate, Waves, CARPS
- 0555 NMRA contacted the IT hotline
- 0600 NMRA contacted NM Clinical Support Systems as Waves (unrostered staffing)
- 0630 BEMS reported all essential and non-essential power on and that Babinda Electrics will attend again on Monday to check all ATS
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- 0630 Food Services referred back to paper based system for breakfast as Delegate was down
- 0640 Exec on call contacted Acting CE to brief
- Local IT called at 0643 who then contacted District IT on call who then attended CH
- ND on call contacted at 0650 to update
- 0705 Head of Security notified NMRA that duress alarms were not working
- NMRA contacted all clinical areas
- 0715 CSD notified NMRA that T Doc, instrument tracking system, failed.

- 0720 ND on call notified who liaised with CSD to go onto manual tracking
- 0720 District IT notified NMRA that all local IT systems were down and it may take up to 2 hours to fix
- 0730 Exec on call notified Acting CE of intention to set up IMT
- Contacted Director of Communications for a loud speaker broadcast to be formulated
- 0740 Rehab notified that there was no hot water
- 0740 BEMS notified
- 0800 PA announcement made
- 0812 CARPS, Patient Flow, TrendCare and Delegate working.
- 0812 PACS not working. CDN the vendor for PACS contacted at 0815. Theatre and ED contacted.
- 0816 Cameras and duress systems up and functioning.
- 0827 ND on call confirmed T Doc up and running. Birth suite and Maternity services not reporting any malfunction with fetalink. No one in birth suite.
- 0827 ND contacted Day Surgery and Theatres. Tracking boards functioning. There was a malfunction with CARPS in Emergency theatre which has since been rectified.
- 8.55 CIO advised that PACS was working
- 9.07 Loud speaker announcement advising staff issues resolved
- 9.07 Exec on call updated a/CE
- 9.15 Visit to ED to check PACS, staff advised system working
- 9.20 Exec on call visit to medical imaging, PACS not working. Exec on call rang CIO to notify.
- 9.20 SHECC notified. Code Brown.
- ED and theatres advised that there may still be issues with PACS
- 9.50 CSD advised of an issue with system working but failing to print. Moved to downtime paper process.
- CIO contacted local IT on call to resolve T-Doc issue.
- 9.57 security called in BEMS as doors to mental health unit into airlock entry on ground floor not opening. There are alternate egresses for fire safety.
- PACS vendor CDN technicians working to resolve. Medical imaging operating on downtime procedures.
- 1010 staff loud speaker announcement that PACs issue ongoing.

- 1100 IMT meeting:
    - Switch advised printers and scanner out – for sending out rosters and staffing lists. Manual workaround in place.
    - ED reception swipe readers are out – being fixed by security
    - Mental health doors: Security walkthroughs increased in frequency whilst doors were not working. 1100 advised that doors in mental health are fixed.
    - CIO advised that PACS vendor is on site and working to resolve. Med Imaging Director on site. ETA for resolution of issue 15 minutes. System appears to be working and validation testing underway.
    - 11.11 CIO advised that PACS system is working and has been validated.
    - Local IT on call person is liaising with CSD and T-Doc vendor. System is working locally but still can't print. T-Doc vendor is working to reset system. No ETA for resolution at this stage.

Next IMT Meeting

- Saturday 1200, 3 November 2018

IMT Team : For access to mobile Contact via Switch

Executive on call (incident controller) - Mary Streatfield
Nursing Director on call - Jocelyn Rogers
CIO - Peter Mann
Manager Support Services - Greg Jackson
NMRA - Melissa Marshall and Richard Herald
Communication - Salli Graham

on behalf of:

Nurse Management Resource Allocation
Ground Floor, Block C
Cairns Hospital, Esplanade, Cairns QLD 4870
Ph: s.73   **Fax:** s.73
CNS-NMRA@health.qld.gov.au   www.health.qld.gov.au

SHECC

From:	Peter Aitken
Sent:	Saturday, 3 November 2018 12:36 PM
To:	Jeannette Young; Mark Elcock; Warren Prentice; Bob Bull
Cc:	SHECC
Subject:	Fwd: Sit Rep report #4 - cairns hospital code brown - IMT stand down

FYI
Cairns IMT stand down
Cheers
P

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From: SHECC <shecc@health.qld.gov.au>
Sent: Saturday, November 3, 2018 12:32 pm
To: Peter Aitken
Subject: FW: Sit Rep report #4 - cairns hospital code brown - IMT stand down

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From: CHHHS-Comms
Sent: Saturday, 3 November 2018 12:32:37 PM (UTC+10:00) Brisbane
To: CNS-NMRA; Luci Soh; Allister Hodge; Andrea O'Shea; CHHHS Executive Director Medical Services; CHHHS Finance & Infrastructure; Executive Director Cairns Services CHHHS; CHHHS_EDONM; Christiaan Barnard; Clare Douglas; Darren Armstrong; Donna Goodman; Nicki Murdock; Richard Stone; Steve Thacker; Helen Weedon; CHHHS_Nursing_Director_IMECYS; Jocelyn Rogers; Luke Croker; Vicky Kenneally; Marie Kelly; Mary Streatfield; CHHHS Medicine1; CHHHS Medicine2; CHHHS OPSAR; CHHHS_SURGICAL; Michael Tervit; Amy Diggins; Greg Jackson; Catherine Smith; Tania Cavanagh; CHHHS_IMECYS; Gino Richter; Robert Pavich; James Dance; Jarred Brose; Amy Diggins; Tina Chinery; Denise Patterson; Steve Thacker; Donna Goodman; Jenny Thornton; Linda Bailey; Joy Savage; Nicki Murdock; Peter Mann; Fiona Justin; Andrea O'Shea; Darren Armstrong; Linda Bailey; Jarred Brose; Tania Cavanagh; Christine Chamberlain; Director Nursing & Midwifery CH; Tina Chinery; Susan Henderson; Gabrielle Honeywood; Greg Jackson; Marie Kelly; Robert Pavich; Gino Richter; Jocelyn Rogers; Helen Weedon; SHECC
Subject: RE: Sit Rep report #4 - cairns hospital code brown - IMT stand down

Internal Emergency(code brown) - Power failure resulting in loss of local IT systems

Situation Report:4 – 1200 hrs, 3 November 2018 - IMT STOOD DOWN

Following power outage at 01.30 there were rolling impacts on local ICT systems, including a period where all local ICT systems went down. Most ICT issues were resolved around 8.30am.   An issue continues in CSD but workarounds are in place. The IMT has stood down and situation continues to be monitored through NMRA and executive on-call.

Current Status 1200hrs

- CIO confirmed PACS issue resolved, based on advice from Director of Medical Imaging.
- T-Doc system in CSD is still being resolved. Mitigating actions underway for manual tracking of instruments. CSD has attempted to contact the vendor and is awaiting a response.
- Mental health door issue fully resolved.
- a/CE advised that IMT will stand down. NMRA will continue to monitor for any further issues as per normal on call process.

Further Actions

- Final loud speaker announcement
- ND to follow up with Susan Henderson in business hours to check detail of TDoc 24/7 support in contract.
- Disaster coordinator to prepare incident debrief

Actions arising

IMT meeting #3 – 11am
- Await advice from ICT technicians on resolution of CSD issue. – Efforts being made to contact vendor. Manual processes underway.,
- Continue to monitor situation - complete
- Wait 30 minutes to ensure PACS remains operational before advising staff on loudspeaker – to be done following 12 noon IMT.

IMT meeting #2 – 10am
- Notify all staff that PACs issue ongoing. Vendor working to resolve on site – completed 1110
- Continue monitoring situation - ongoing
- Disaster coordinator to follow up on security doors at Mental Health. – complete. Doors fixed at 1100.

IMT meeting #1:
- Disaster Coordinator to check Fire Panels   - complete and fully functional. Security system up and running.
- Notify Director Medical Imaging of PACS issues   - complete
- PA announcement update to staff   - complete
- Disaster coordinator to notify SHECC – complete

Background

- 0125 Notification of power surge in MAU
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- BEMS notified at 0130
- 0145 Nursing Director on call notified
- 0150 Executive on call notified

Actions to date

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- 1100 IMT meeting:
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  - Mental health doors: Security walkthroughs increased in frequency whilst doors were not working. 1100 advised that doors in mental health are fixed.
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  - 11.11 CIO advised that PACS system is working and has been validated.
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Next IMT Meeting
- Saturday 1200, 3 November 2018

IMT Team: For access to mobile Contact via Switch
Executive on call(incident controller) - Mary Streatfield
Nursing Director on call - Jocelyn Rogers

CIO - Peter Mann
Manager Support Services - Greg Jackson
NMRA - Melissa Marshall and Richard Herald
Communication - Salli Graham

on behalf of:

Nurse Management Resource Allocation
Ground Floor, Block C
Cairns Hospital, Esplanade, Cairns QLD 4870
Ph: s.73   **Fax:** s.73
CNS-NMRA@health.qld.gov.au www.health.qld.gov.au

SHECC

From:	Peter Aitken
Sent:	Saturday, 3 November 2018 12:38 PM
To:	SHECC; James Dance; Tina Chinery; Mary Streatfield
Subject:	Re: Sit Rep report #4 - cairns hospital code brown - IMT stand down

Thank you
Glad all OK
Cheers
P

Get Outlook for iOS

From: SHECC <shecc@health.qld.gov.au>
Sent: Saturday, November 3, 2018 12:32 pm
To: Peter Aitken
Subject: FW: Sit Rep report #4 - cairns hospital code brown - IMT stand down

---

From: CHHHS-Comms
Sent: Saturday, 3 November 2018 12:32:37 PM (UTC+10:00) Brisbane
To: CNS-NMRA; Luci Soh; Allister Hodge; Andrea O'Shea; CHHHS Executive Director Medical Services; CHHHS Finance & Infrastructure; Executive Director Cairns Services CHHHS; CHHHS_EDONM; Christiaan Barnard; Clare Douglas; Darren Armstrong; Donna Goodman; Nicki Murdock; Richard Stone; Steve Thacker; Helen Weedon; CHHHS_Nursing_Director_IMECYS; Jocelyn Rogers; Luke Croker; Vicky Kenneally; Marie Kelly; Mary Streatfield; CHHHS Medicine1; CHHHS Medicine2; CHHHS OPSAR; CHHHS_SURGICAL; Michael Tervit; Amy Diggins; Greg Jackson; Catherine Smith; Tania Cavanagh; CHHHS_IMECYS; Gino Richter; Robert Pavich; James Dance; Jarred Brose; Amy Diggins; Tina Chinery; Denise Patterson; Steve Thacker; Donna Goodman; Jenny Thornton; Linda Bailey; Joy Savage; Nicki Murdock; Peter Mann; Fiona Justin; Andrea O'Shea; Darren Armstrong; Linda Bailey; Jarred Brose; Tania Cavanagh; Christine Chamberlain; Director Nursing & Midwifery CH; Tina Chinery; Susan Henderson; Gabrielle Honeywood; Greg Jackson; Marie Kelly; Robert Pavich; Gino Richter; Jocelyn Rogers; Helen Weedon; SHECC
Subject: RE: Sit Rep report #4 - cairns hospital code brown - IMT stand down

Internal Emergency(code brown) - Power failure resulting in loss of local IT systems

Situation Report:4 – 1200 hrs, 3 November 2018 - IMT STOOD DOWN

Following power outage at 01.30 there were rolling impacts on local ICT systems, including a period where all local ICT systems went down. Most ICT issues were resolved around 8.30am.   An issue continues in CSD but workarounds are in place. The IMT has stood down and situation continues to be monitored through NMRA and executive on-call.

Current Status 1200hrs

- CIO confirmed PACS issue resolved, based on advice from Director of Medical Imaging.
- T-Doc system in CSD is still being resolved. Mitigating actions underway for manual tracking of instruments. CSD has attempted to contact the vendor and is awaiting a response.
- Mental health door issue fully resolved.
- a/CE advised that IMT will stand down. NMRA will continue to monitor for any further issues as per normal on call process.

Further Actions

- Final loud speaker announcement

- ND to follow up with Susan Henderson in business hours to check detail of TDoc 24/7 support in contract.
- Disaster coordinator to prepare incident debrief

Actions arising
IMT meeting #3 – 11am
- Await advice from ICT technicians on resolution of CSD issue. – Efforts being made to contact vendor. Manual processes underway.,
- Continue to monitor situation - complete
- Wait 30 minutes to ensure PACS remains operational before advising staff on loudspeaker – to be done following 12 noon IMT.

IMT meeting #2 – 10am
- Notify all staff that PACs issue ongoing. Vendor working to resolve on site – completed 1110
- Continue monitoring situation - ongoing
- Disaster coordinator to follow up on security doors at Mental Health. – complete. Doors fixed at 1100.

IMT meeting #1:
- Disaster Coordinator to check Fire Panels   - complete and fully functional. Security system up and running.
- Notify Director Medical Imaging of PACS issues   - complete
- PA announcement update to staff   - complete
- Disaster coordinator to notify SHECC – complete

Background

- 0125 Notification of power surge in MAU
- 0130 Mental Health reports no power
- Switch notified NMRA of total main power loss
- BEMS notified at 0130
- 0145 Nursing Director on call notified
- 0150 Executive on call notified

Actions to date

- BEMS attended Cairns Hospital (CH) at 0140
- OTIS attended at 0150
- Electrician and plumber attended at 0140
- All critical areas verbally notified of potential issues with power failure
- Generator functioning
- 0500 BEMS notified NMRA that UPS was nearing capacity
- 0505 NMRA contacted Executive on call
- 0545 Main power on but essential power not functioning in Block A due to failure in the ATS
- Babinda Electrics attended and fixed ATS to restore essential power to Block A
- 0600 NMRA notified that locally hosted IT systems were down, that is, TrendCare, Patient Flow, Delegate, Waves, CARPS
- 0555 NMRA contacted the IT hotline
- 0600 NMRA contacted NM Clinical Support Systems as Waves (unrostered staffing)
- 0630 BEMS reported all essential and non-essential power on and that Babinda Electrics will attend again on Monday to check all ATS
- 0630 Manager Support Services informed NMRA and ward staff that phones were redeployed to operational staff as CARPS down
- 0630 Food Services referred back to paper based system for breakfast as Delegate was down
- 0640 Exec on call contacted Acting CE to brief
- Local IT called at 0643 who then contacted District IT on call who then attended CH
- ND on call contacted at 0650 to update
- 0705 Head of Security notified NMRA that duress alarms were not working
- NMRA contacted all clinical areas

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- 0715 CSD notified NMRA that T Doc, instrument tracking system, failed.
- 0720 ND on call notified who liaised with CSD to go onto manual tracking
- 0720 District IT notified NMRA that all local IT systems were down and it may take up to 2 hours to fix
- 0730 Exec on call notified Acting CE of intention to set up IMT
- Contacted Director of Communications for a loud speaker broadcast to be formulated
- 0740 Rehab notified that there was no hot water
- 0740 BEMS notified
- 0800 PA announcement made
- 0812 CARPS, Patient Flow, TrendCare and Delegate working.
- 0812 PACS not working. CDN the vendor for PACS contacted at 0815. Theatre and ED contacted.
- 0816 Cameras and duress systems up and functioning.
- 0827 ND on call confirmed T Doc up and running. Birth suite and Maternity services not reporting any malfunction with fetalink. No one in birth suite.
- 0827 ND contacted Day Surgery and Theatres. Tracking boards functioning. There was a malfunction with CARPS in Emergency theatre which has since been rectified.
- 8.55 CIO advised that PACS was working
- 9.07 Loud speaker announcement advising staff issues resolved
- 9.07 Exec on call updated a/CE
- 9.15 Visit to ED to check PACS, staff advised system working
- 9.20 Exec on call visit to medical imaging, PACS not working. Exec on call rang CIO to notify.
- 9.20 SHECC notified. Code Brown.
- ED and theatres advised that there may still be issues with PACS
- 9.50 CSD advised of an issue with system working but failing to print.Moved to downtime paper process.
- CIO contacted local IT on call to resolve T-Doc issue.
- 9.57 security called in BEMS as doors to mental health unit into airlock entry on ground floor not opening. There are alternate egresses for fire safety.
- PACS vendor CDN technicians working to resolve. Medical imaging operating on downtime procedures.
- 1010 staff loud speaker announcement that PACs issue ongoing.

- 1100 IMT meeting:
    - Switch advised printers and scanner out – for sending out rosters and staffing lists. Manual workaround in place.
    - ED reception swipe readers are out – being fixed by security
    - Mental health doors: Security walkthroughs increased in frequency whilst doors were not working. 1100 advised that doors in mental health are fixed.
    - CIO advised that PACS vendor is on site and working to resolve. Med Imaging Director on site. ETA for resolution of issue 15 minutes. System appears to be working and validation testing underway.
    - 11.11 CIO advised that PACS system is working and has been validated.
    - Local IT on call person is liaising with CSD and T-Doc vendor. System is working locally but still can't print. T-Doc vendor is working to reset system. No ETA for resolution at this stage.

Next IMT Meeting
- Saturday 1200, 3 November 2018

IMT Team: For access to mobile Contact via Switch
Executive on call(incident controller) - Mary Streatfield
Nursing Director on call - Jocelyn Rogers
CIO - Peter Mann

Manager Support Services - Greg Jackson
NMRA - Melissa Marshall and Richard Herald
Communication - Salli Graham

on behalf of:

Nurse Management Resource Allocation
Ground Floor, Block C
Cairns Hospital, Esplanade, Cairns QLD 4870
Ph: s.73   **Fax:** s.73
CNS-NMRA@health.qld.gov.au www.health.qld.gov.au

Aeromedical Retrieval Disaster & Management Branch

Minutes

State Health Emergency Management Committee (SHEMC)

Date and Time	Tuesday 16 October, 10am-12pm
Venue	Room 8, Level 8, 33 Charlotte Street
Chair	A/Chair: Joanne Dyson, Manager, Health Disaster Management Unit
Secretariat	Nicole Mandalios, Health Disaster Management Unit

Name	Position and Organisation
(TC) James Dance	Cairns and Hinterland HHS
(TC) Paul Mitchell	Central Queensland HHS
(TC) Tony Dagan	Children's Health Queensland HHS
(TC) Bede Wilson	Darling Downs HHS
(TC) Peter Mcnamee	Gold Coast HHS
(TC) Dave Painter	Mackay HHS
(TC) Barbara Davis	North West HHS
(TC) Shane Sellars	South West HHS
(TC) Emily Prior	Sunshine Coast HHS
(TC) Helen Reed	Torres and Cape HHS
(TC) Libby Preedy and Jenny Luke	Townsville HHS
(TC) Steve Hompes	West Moreton HHS
(TC) Bob Bull	(proxy for Russell Hart), eHealth
Melinda Lennon	Metro South HHS
Carla Bailey	Metro North HHS
Karen Kerr	Health Purchasing and Systems Performance, Office of the DDG
Sylvie Brdjanovic	Health Support Queensland, Office of the CE
Rose Bovey	Prevention Division, Health Protection Branch
Ben Norris	Clinical Excellence Division, Mental Health Alcohol and Other Drugs Branch
Robert Doyle	Corporate Service Division, Risk and Business Continuity Unit
Rebecca Lawrence	Corporate Service Division, Insurance Service Team
Andrea Grant	Corporate Service Division, Integrated Communications Branch
Monica Farrow and Emma McKenzie	Queensland Ambulance Service
Dr Peter Logan	Prevention Division, Retrieval Services Queensland and Health Disaster Management Unit
Brenda Patane	Prevention Division, Health Disaster Management Unit
Brendin Bloye	Prevention Division, Health Disaster Management Unit
s.73	Guest presenters from s.73

Apologies	Position and Organisation
Dr Peter Aitken	Prevention Division, Health Disaster Management Unit
Russell Hart	eHealth
Dr Heidi Carroll	Prevention Division, Communicable Diseases Branch
Lorraine Mathison	South West HHS
Ian Davey	Wide Bay HHS

Ref	Description
1.	**Welcome**
1.1.	**Welcome and Apologies**
1.2.	**Confidentiality and Conflicts of Interest** - Nil.
1.3.	s.73
1.4.	s.73
1.5.	s.73
2.	**Standing Agenda**
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2.2.	s.73

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DOH-DL 18/19-030

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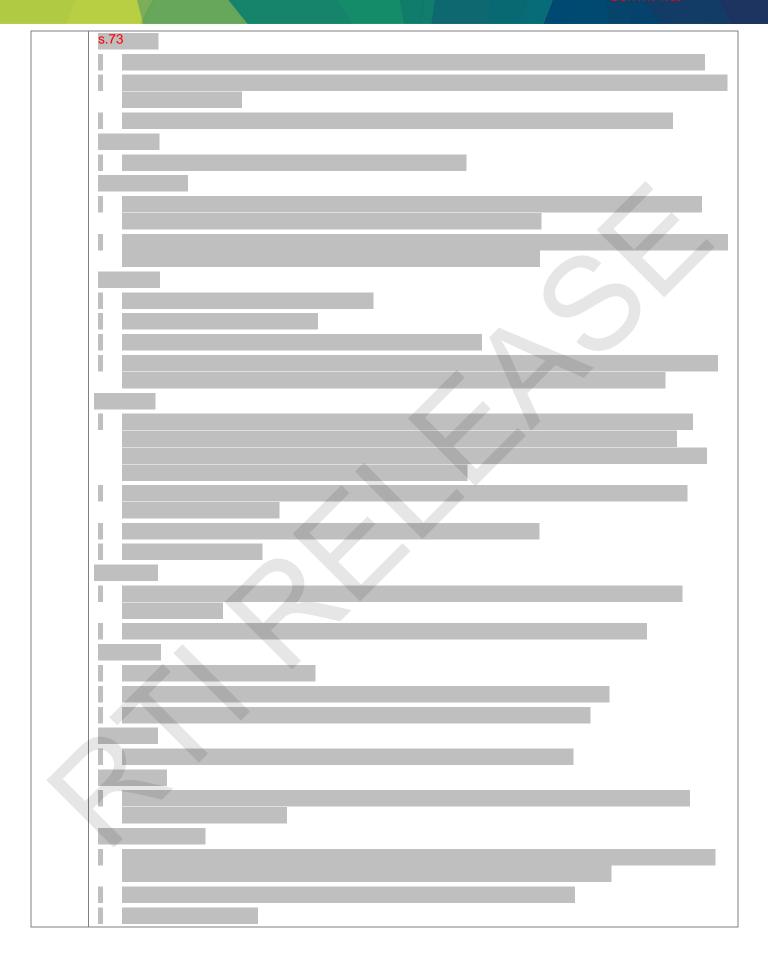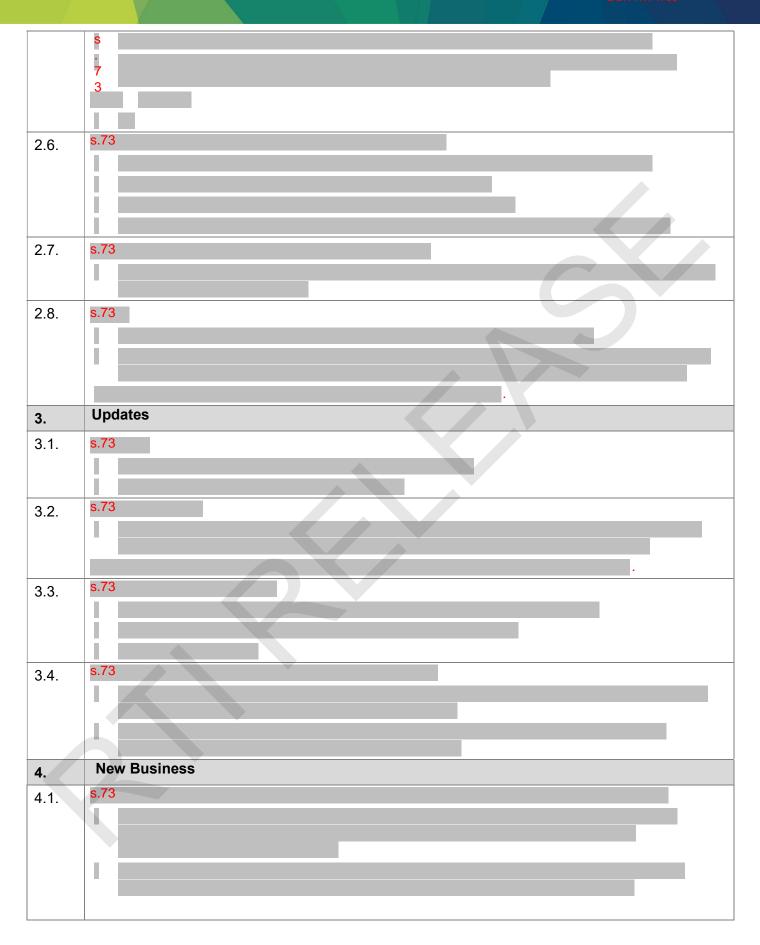| 2.3.	**Energy exercises and outages**
	Power outage at GCUH outage on 3 Nov:
	- Power outage at 1.58am on 3 Nov. All 4 Energex feeds were impacted, including surrounding suburbs.
	- Generators started however network control system didn't allow the generator power to flow through. White powerpoints as non-essential were lost as expected however red powerpoints were also isolated - blue powerpoints which work on UPS power still worked.
	- Was out for 1.5 hours. Confusion around UPS battery capacity (more like 6-8 hours rather than 20 minutes). Staff need to understand at a ward unit-level what power and equipment they have.
	GCUH test on 18 Nov:
	- Black-start generator test, was planned for 2019 but brought forward due to outage.
	- Optimised recent interest to have to have in-depth discussions with individual units re different power and preparedness
	- Biggest lesson is to not just exercise, but use as an opportunity for wider engagement discussions
	Action: GC HHS to share lessons observed on SharePoint
	- HHSs have received RTI request from Channel 7 re outages
	- RBWH test on 27 Nov
	SC HHS:
	- Power mains test conducted at Nambour - 15 second generator delay for UPS power to kick in. Thankfully testing protocol was followed (i.e. no theatres at the time) and loan device installed
	- 22 November at SCUH, Energex detected a fault with sub-station so moved to another sub-station. Essential power areas and UPS power worked as should.
	THHS:
	- BS worked with Ergon re black-start generator tests.

2.4.	s.73

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Aeromedical Retrieval and Disaster Management Branch   **Version 1**   **Page 5 of 8**
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41 of 44

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2.6.	s.73
2.7.	s.73
2.8.	s.73
3.	**Updates**
3.1.	s.73
3.2.	s.73
3.3.	s.73
3.4.	s.73
4.	**New Business**
4.1.	s.73

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Next Meeting	TBC for 2019		

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