

EHSC Report of the inquiry into the transition and operation of services at Fiona Stanley Hospital, Recommendation 5:

That the Minister for Health report to the Parliament on the reliability of the paging system in use at Fiona Stanley Hospital for the three month period following the tabling of this report, including:

The uptime of the system;

The dates, times and lengths of any outages;

The extent of the outages (i.e. localised to individual departments or hospital-wide); and

The abatement and/or failure points incurred by Serco as a result of any outages.

Report on Reliability of Paging System at Fiona Stanley Hospital

November 2015 – January 2016

The uptime of the system:

For the period between 1/11/2015 to 31/1/2016, the system availability was at 99.93% excluding unplanned outages, and 99.89% including unplanned outages.

The dates, times and lengths of any outages; and the extent of the outages (i.e. localised to individual departments or hospital-wide):

There were 5 **unplanned** outages for the period 1/11/2015 to 31/1/2016 with 4 outages being for less than 3 minutes and 10 seconds, one outage of 74 minutes. The specifics of the unplanned outages, recovery times and impacts are listed in the table below:

Date and Time	Time to Recover (mins)	Impact
2/11/2015 8:31	2:10	Paging service unavailable for whole hospital
9/11/2015 12:21	2:08	Paging service unavailable for whole hospital
2/12/2015 15:02	2:09	Paging service unavailable for whole hospital
12/12/2015 20:50	74:00	Paging service unavailable for whole hospital
19/01/2016 16:57	3:07	Paging service unavailable for whole hospital
Total (minutes)	83:34	

There were 2 **planned** outages during the period, with one outage being for 38 minutes, and one outage being for 23 minutes. The specifics of the planned outages, recovery times and impacts are listed in the table below:

Date and Time	Time to Recover (mins)	Impact
12/11/2015 23:32	38:00	Paging service unavailable for whole hospital
3/12/2015 23:54	23:00	Paging service unavailable for whole hospital
Total (minutes)	61:00	

For both planned and unplanned outages at FSH the process is as follows:

- The Helpdesk is immediately notified.
- The Helpdesk invokes the Paging System contingency plan which involves contacting the FSH Medical Emergency Team (MET) staff using either the *Business Hours* (26 contacts) or *After Hours* (23 contacts) list via mobile phone that all MET staff carry.

- All contacted staff are requested to collect a 2-way radio from the FSH Safety and Incident Management Service (SIMS) Office.
- All emergency communication is managed via the 2-way radio, for the duration of the outage.

Other metropolitan hospitals have similar documented contingency plans that are enacted during downtimes of their paging systems.

The abatement and/or failure points incurred by Serco as a result of any outages:

As at 29 February 2016, Serco has reported zero failure points relating to unplanned outages from the period 1/11/2015 to 31/1/2016.