



25 June 2021



Dear [REDACTED]

Re: OIA request – Power outage

Thank you for your Official Information Act request received 1 June 2021 seeking information about a power outage at North Shore Hospital from Waitematā District Health Board (DHB).

In response to your request, we are able to provide the following information:

1. Other than the Emergency Department (ED), how many other areas were without power?

The area affected was the Lakeview building that houses North Shore Hospital's ED and Assessment Diagnostic Unit (ADU) and Lakeview Cardiology. No other areas or buildings were affected.

2. How did this impact the hospital's machines etc.?

We are interpreting this question as relating to clinical equipment in the affected area. The monitoring equipment in all areas remained working after reverting to battery operation. The main impact was on the central monitor that feeds bedside monitoring data to one central location; as a result, nurses regularly checked the battery-supported bedside monitors of patients under observation. No patients were adversely affected by this event.

3. Was the generator used?

The back-up hospital generators were not able to be deployed during this time – see our response to question 4.

4. If not, why wasn't the generator used?

The normal back-up generators were not able to be used as their use is dependent on the functionality of the switchboard which had failed after an issue occurred during scheduled overnight maintenance works.

5. How many generators does the hospital have, how old are they and how often are they tested and serviced?

The North Shore Hospital tower block is supported by three generators, which are all 13 years old. These are tested weekly and subject to a systematic review every three months.

The servicing of the generators is dependent on the runtime - see schedule below in our response to question 7.

6. When was it last tested?

As above, the generators are tested weekly.

7. When was it last serviced?

In addition to the testing and reviews noted above, full servicing is up-to-date and stipulated by the runtime (hours of use) of each generator since the prior service as follows:

- Generator 1: July 2020
- Generator 2: August 2020
- Generator 3: September 2020

Each generator becomes due for service at 1250 hours run time.

8. Did patients have to be moved from the ED and other affected areas to other parts of the hospital and if so how many?

One patient was moved from the Resuscitation area to PACU (post- anaesthesia care unit) for ongoing monitoring. Their care was constantly monitored and clinically safe at all times.

9. Which parts of the hospital still had power?

All other parts of the hospital, except for the ED, ADU and Lakeview Cardiology, still had power.

10. What was the actual issue that occurred during the scheduled maintenance?

The issue was a switch failure on returning the switch mechanism to the mains power during servicing by an external specialist maintenance contractor. Electricity supply (mains and auxiliary generator) automatically shut down as a result.

11. How many patients were redirected from North Shore Hospital and did the ED close its doors to any new patients over this time?

While there was an ambulance divert in place, there was a total of three self-presentations to North Shore Hospital during this time. We are unable to advise the number of patients redirected as a result of the ambulance divert as these patients were admitted to other hospitals in the Auckland region. We are, therefore, refusing this aspect of your request under Section 18(g) of the Official Information Act, as the information is not held.

12. What was the outcome of investigation into the circumstances leading to the loss of power?

13. What will the DHB do differently to ensure it doesn't happen again?

In response to questions 12 and 13, we can advise the review of the event is ongoing, with lessons learnt for future maintenance work.

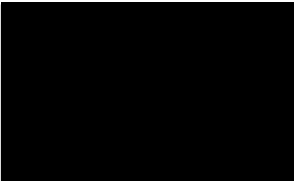
You have the right to seek an investigation and review of this decision by the Ombudsman. Information about how to seek a review is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

I trust that this information is helpful.

Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



**Deputy Chief Executive Officer
Waitematā District Health Board**