

Being Prepared: Anticipating the Unexpected

Southampton General Hospital: General intensive Care

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Business Continuity Management (BCM)

THE UNIFYING PROCESS -
BUSINESS CONTINUITY MANAGEMENT



Source: Business Continuity Institute





Impact of WannaCry cyber attack on the NHS



27
acute trusts
infected
(out of 236 trusts)



37
total trusts
infected



44
trusts not
infected but
reporting
disruption



21
trusts
attempted to
contact
WannaCry but
not locked out
of devices

PA Source: National Audit Office



Thursday 1st March 2018

'The Beast from the East'

UHS – General Intensive Care

Typically

- A Side- 14 beds
- B Side-11 beds

Aim to always have two admitting nurses + two Nurse's in charge

1st March 2018

- 21 patients
- 15 staff made up to 18 (preferred 23)
- A side - 13 patients
- B side - 8 patients
 - 11 L3
 - 8 L2
 - 2 L1

Timeline of Events

19:45: Shift commences- Sheela in Charge of A and B side.

20:30: Amy arrives- takes hand over for patient.

21:30: Staff member arrives – takes over Amy.

22:00: Amy takes charge of B side.

22:00- 03:00: Patients were doubled up to the maximum. High level of acuity on the unit, supporting staff with patient care, turns, breaks.

03:00: Water starts to come through the ceiling- 7 patients evacuated.

04:30: Smell of Burning on B side- Patient moved to CICU – prepare to move other patients.

05:00: Estates rule out fire risk.

06:00: Staff who slept in the hospital over night come to the unit to help.

07:00: Staff begin to arrive for the day shift- begin to handover.

08:00: Shift ends.

Immediate Actions

- Communication
- Staff availability
- Who first?
- Sick staff member
- Where do we move to?
- Reassuring
- Decision making
- What's that smell?!
- Evacuation



Contingency Planning

- Linen
- Sharps bins
- Staffing
- Major incident folder
- Next shift... forthcoming shifts
- Communication
- Phone calls
- Documentation
- Immediate allocation



Consequences

- 8 Beds out of action
- Patients moved out of hours
- Theatres closed
- Emergencies?
- Damage to equipment?
- Air conditioning
- Clean up
- Tired staff
- Stuck on motorway



Personal and Group Experience

- Overwhelming
- Stressed
- Anxious
- Tired
- Busy
- Good Communication
- Team work
- Transparent
- Open



Learning Points

- Consultant walk round
- Too many people?
- Debrief?
- Major incident folder
- Maintaining insight to where staff were
- Emergency equipment
- Maintained professionalism
- Stayed calm
- Worked together





Thank you for
listening