



 **THE VOICE
OF THE LAB** 



An interview with
Lisa Kaminskis
Fiona Stanley Hospital, Murdoch, WA

How Stago ANZ's
partnership with the Stago
UK team benefits out of
hours support





Support from across the globe

With Lisa Kaminskis

Fiona Stanley Hospital

Western Australia, covering the entire western third of the country, is made up mostly of the arid Outback. Outside of the major cities, its population is dispersed over a wide area and so healthcare provision can be challenging.

Lisa Kaminskis is a senior scientist at the Fiona Stanley Hospital, having worked there since 2015 and in the coagulation department since 2017. The Fiona Stanley group covers three hospitals, two of which are tertiary hospitals with large workloads and 24-hour needs.

What are the challenges of maintaining a service in Western Australia?

With the vast geographic area, travel time can be a real challenge. Analyser downtime presents a problem as getting engineering support staff to labs in need can take hours, with the majority of regional labs a minimum 3 hours drive away. Travel outside the hours of daylight is often tricky too, as the wildlife of the region can make driving after sunset a dangerous and stressful experience.

Are out-of-hours shifts particularly challenging?

Yes, it can make a big difference as we're a 24-hour laboratory. During the day, we've got staff who are quite experienced and expert in their areas, but our out-of-hours rota means that we have fewer staff covering a wider range of disciplines and instruments. As a result, we don't always have staff who are confident troubleshooting all the instruments they need to manage, especially when you throw urgent samples in the mix. This can result in them simply using another system if they have any problems, which then impacts the day shift.

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Stago ANZ offers 24-hour hotline support through collaboration with our UK hotline team. How has this helped your service?

This is very helpful as it gives more support to the teams working overnight. One recent example was when I called out of hours to troubleshoot a problem. I had the time to speak to AlishA from the UK and do all the troubleshooting that was required to satisfy that. The instrument was then fine to run without having to wait for a face-to-face visit.

So were you pleased with the service provided by Stago?

It was excellent. Clear, helpful, and patient, I could not have been more pleased with the help and guidance offered. Some of our out-of-hours staff have also fed back to me that the service they have received when phoning the hotline and speaking to the UK staff has been great.

It is really helpful for me as I can encourage the out-of-hours staff to phone and speak to the hotline!

Thanks to Lisa for her time and feedback 😊



Stago also offers remote support through our Connect.One service and video call support through our collaboration with SightCall, a secure video call service. All these services are designed to shrink the distance between Stago and our customers, providing better support and quicker service to end-users.

ConnectOne
By Stago


SightCall

