

Georgia Poison Center Meeting Agenda

January 26th, 2021
1:30pm-4:30pm

HAPPY NEW YEAR!!

1:30 pm – Meeting Introduction – GPL, SLH

- FMLA/ Resignations/ Terminations – GB
- Open Positions – AR, KN
- Outstanding requisitions
- New Hires/Position Changes/ Recognition – ES,BO,DE BD,DB,JH

1:40 pm – GPC Stroke Service Update – Jason Tully, MD, CSPI

2:20 pm – “If the Genes fit, wear them” – Molly Stott, PharmD Candidate

2:40 pm – “The Russian Olympic Doping Scandal” – Kevin Bratcher, PharmD Candidate

3:00 pm – Education Department – BO, KT

- 2021 Education Outreach Projects
- ClinTox Publication
- 2021 Webinar Series

3:15 pm – Medical Director Update, IT update – RJG, GPL,

- Push Notification Update
- TS Updates
- Kronos Issues
- Guidelines/Protocols
- Mitel Phone Updates
- Avaya Softphone Updates
- IT Inventory
- Iron Bow update

3:30 pm – GPC Operations – GPL, RJG, SLH

- Updated Acetaminophen Guideline
- COVID-19 Hotline Updates
- COVID Coding
- Send Fax to @airefax.com
- COVID Vaccinations at Grady
- EPIC/accessCHOA Access
- February PharmD Students
- Changing Grady Passwords
- Contacting GPC/CNP IT
- Admit to Psych Coding
- NCPCC On-Call Tox for CMC
- Kitchen Addition
- New TS Stroke Chart
- Front Door Access cards
- 2021 CSPI Exam
- 2021 NACCT
- Recent Compliments
- 2021 NC/GPC Staff Meetings
- Rabies Update by DPH
- SPI CE
- SH Team Goals, 2020 and Jan 2021
- Elma memorial
- TW 2021
- Clayton County updates

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY February 23rd, 2021 *******

Confidentiality Statement: “All proceedings, records, and reports of this meeting, pursuant to its purpose to reduce the morbidity and mortality of our patient population and to enhance patient care, is considered strictly confidential and entitled to all protections provided by law.”

INTER-OFFICE COMMUNICATION
The Fulton DeKalb Hospital Authority
ATLANTA, GEORGIA

TO: Dr. Michelle Wallace, RN, MSN, CEN VP - Clinical Operations
FROM: Gaylord P. Lopez, PharmD, Executive Director, GaPC
RE: Monthly Report December 2020
P.O. BOX: 26066

DATE: January 26, 2021

Service

Call volume stats for December 2019 - December 2020

	December-19	December-20	% Change
Total Calls (Incoming)	6,705	12,901	92.41%
Exposure Cases*	5,931	5,880	-0.86%
Human	5,603	5,571	-0.57%
Animal	328	309	-5.79%
Information Request	774	7,021	807.11%
Public Health Situation	279	6,538	2243.37%
Pill Identification	41	18	-56.10%
Other	45	66	46.67%
Follow-ups	5,680	6,140	8.10%

Customer Satisfaction

Calls Abandoned	56	72
Calls Accepted	7786	7759
Abandoned Call Rate	0.7%	0.9%

Customer Service Survey Completed

Live Agent	208	109
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End of the Year Data

	2019	2020	% Change
Total Calls (Incoming)	84,729	110,943	30.94%
Exposure Cases*	74,877	73,917	-1.28%
Human	71,610	70,500	-1.55%
Animal	3,267	3,417	4.59%
Information Request	9,852	37,026	275.82%
Public Health Situation	2,811	31,524	1021.45%
Pill Identification	642	385	-40.03%
Other	639	822	28.64%
Follow-ups	73,927	73,317	-0.83%

Customer Satisfaction

Calls Abandoned	1010	1041
Calls Accepted	89515	89365
Abandoned Call Rate	1.1%	1.2%

Customer Service Survey Completed

Live Agent	2538	2704	6.54%
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New Incentive Metrics – Beginning February 2020

- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
 - **Surveys**
 - Minimum of 5 surveys
 - No zeroes allowed
 - **Breaks**
 - The longest break cannot exceed **20 min**
 - **Max wait to abandon***
 - Not to exceed **10 min** for a single person in either the HCP or Gen Pub groups
 - **Abandoned calls**
 - Must meet or exceed the lowest abandoned call we have had **(0.6)**
 - **Longest wait times before answered (time-queued max)***
 - Not to exceed **10 min** for a single person in either the HCP or Gen Pub Groups

Time - Max Wait to Abandon - The maximum wait time (queue + ring) of any abandoned call during the reporting period.

Time - Queued Max – The maximum time any call spent in queue during the interval covered by the report.

*** The goal is no longer than 7 min for either group**

SPI Workload Report

January 1, 2021 - January 24, 2021

SPI Name	Agent Number	Total Cases	Total Exposures	% Exposure	Total Info Requests	% Info	Total Follow-Ups	% F/U	# 8hr Shifts Worked	# Total Forced Calls	Avg. Forced per Shift (<0.2)	% Release	Chart Generation per hour	% Idle	# of Break Codes Used	Break Factor	Longest Break Taken (hh:mm:ss)	QA Case Reviews	QA Case Factor	Surveys
Anderson, Bart	50904	373	188	50.4	13	3.5	172	46.1	15	0	0.0	22.1%	1.68	47.9	32	2.1	0:17:30	76	5.1	5
Asamoah, Kwaku	59509	410	222	54.1	38	9.3	150	36.6	20	0	0.0	11.9%	1.63	48.9	43	2.2	0:18:10	75	3.8	2
Bachman, George	59996	26	16	61.5	1	3.8	9	34.6	1	0	0.0	50.7%	2.13	22.1	3	3.0	0:16:02	0	0.0	0
Baskerville, Dale	51242	382	142	37.2	11	2.9	229	59.9	14	0	0.0	16.1%	1.37	48.5	18	1.3	0:17:29	58	4.1	6
Capell, Nicky	59651	413	227	55.0	16	3.9	170	41.2	15	0	0.0	20.5%	2.03	40.8	32	2.1	0:20:38	34	2.3	2
Debruyn, Brett	50190	454	178	39.2	24	5.3	252	55.5	14	0	0.0	30.7%	1.80	45.4	22	1.6	0:19:01	103	7.4	1
Dillon, Kelly	57100	0	0	0.0	0	0.0	0	0.0	0	0	0.0	0.0%	0.00	0.0	0	0.0	0:00:00	0	0.0	0
Douglas, Dionna	50884	269	140	52.0	13	4.8	116	43.1	12	0	0.0	18.4%	1.28	53.6	22	1.8	0:20:01	20	1.7	2
Evans, Donna	55779	339	147	43.4	23	6.8	169	49.9	12	0	0.0	25.4%	1.77	46.7	23	1.9	0:36:20	22	1.8	5
Forbes, Cleomie	56239	463	205	44.3	17	3.7	241	52.1	17	2	0.1	36.3%	1.63	31.8	48	2.8	0:17:21	1	0.1	0
Going, Robert	50089	308	173	56.2	8	2.6	127	41.2	11	1	0.1	27.8%	2.06	45.2	21	1.9	0:17:36	35	3.2	3
Gorman, Sue	50998	0	0	0.0	0	0.0	0	0.0	0	0	0.0	0	0.00	0	0	0.0	0:00:00	0	0.0	0
Hash, Christina	50081	330	216	65.5	17	5.2	97	29.4	13	1	0.1	13.0%	2.24	55.8	26	2.0	0:18:04	0	0.0	0
Heard, Julia	50358	407	163	40.0	21	5.2	223	54.8	15	0	0.0	26.9%	1.23	45.1	40	2.7	0:19:24	69	4.6	3
Herrington, Lloyd	51879	418	207	49.5	24	5.7	187	44.7	14	1	0.1	17.0%	2.06	49.3	6	0.4	0:27:49	7	0.5	0
House, Philip	59631	489	200	40.9	15	3.1	274	56.0	16	1	0.1	14.2%	1.68	43.3	44	2.8	0:17:53	93	5.8	5
Howe, Kurt	52698	442	171	38.7	5	1.1	266	60.2	17	0	0.0	14.1%	1.29	41.8	8	0.5	0:15:36	22	1.3	0
Kinan, Karen	59508	475	215	45.3	22	4.6	238	50.1	14	2	0.1	24.1%	1.69	49.6	35	2.5	0:16:07	35	2.5	14
Marini, Mario	58142	467	209	44.8	22	4.7	236	50.5	18	3	0.2	16.3%	1.60	42.8	31	1.7	0:17:51	45	2.5	19
Martin, Jill	57580	454	176	38.8	58	12.8	220	48.5	13	0	0.0	21.5%	2.25	48.3	10	0.8	0:07:03	28	2.2	0
Proshek, Crystal	56610	463	204	44.1	34	7.3	225	48.6	15	0	0.0	15.9%	1.98	54.9	31	2.1	0:16:55	73	4.9	0
Riddell, Sandra	54197	207	112	54.1	12	5.8	83	40.1	13	0	0.0	31.1%	1.19	45.3	27	2.1	0:17:28	85	6.5	1
Sosebee, Erin	59138	428	256	59.8	13	3.0	159	37.1	16	0	0.0	17.4%	2.10	45.5	36	2.3	0:17:27	10	0.6	3
Tully, Jason	56508	296	166	56.1	12	4.1	118	39.9	11	1	0.1	14.3%	2.02	42.2	22	2.0	0:25:13	5	0.5	0
Velazco, Miguel	55974	313	174	55.6	14	4.5	125	39.9	13	1	0.1	20.4%	1.81	59.6	38	2.9	0:19:56	0	0.0	0
Wright, Shannon	59820	389	207	53.2	11	2.8	171	44.0	15	0	0.0	19.0%	1.82	50.0	34	2.3	0:18:25	15	1.0	1
Yunez, Canaan	59368	191	103	53.9	10	5.2	78	40.8	10	2	0.2	31.5%	1.41	42.9	32	3.2	0:18:41	0	0.0	0
8833		4229	47.9	454	5.1	4335	49.1	329	15	0.0	20.9%	1.62	42.0	609	1.9	0:17:33	835	2.5	72	

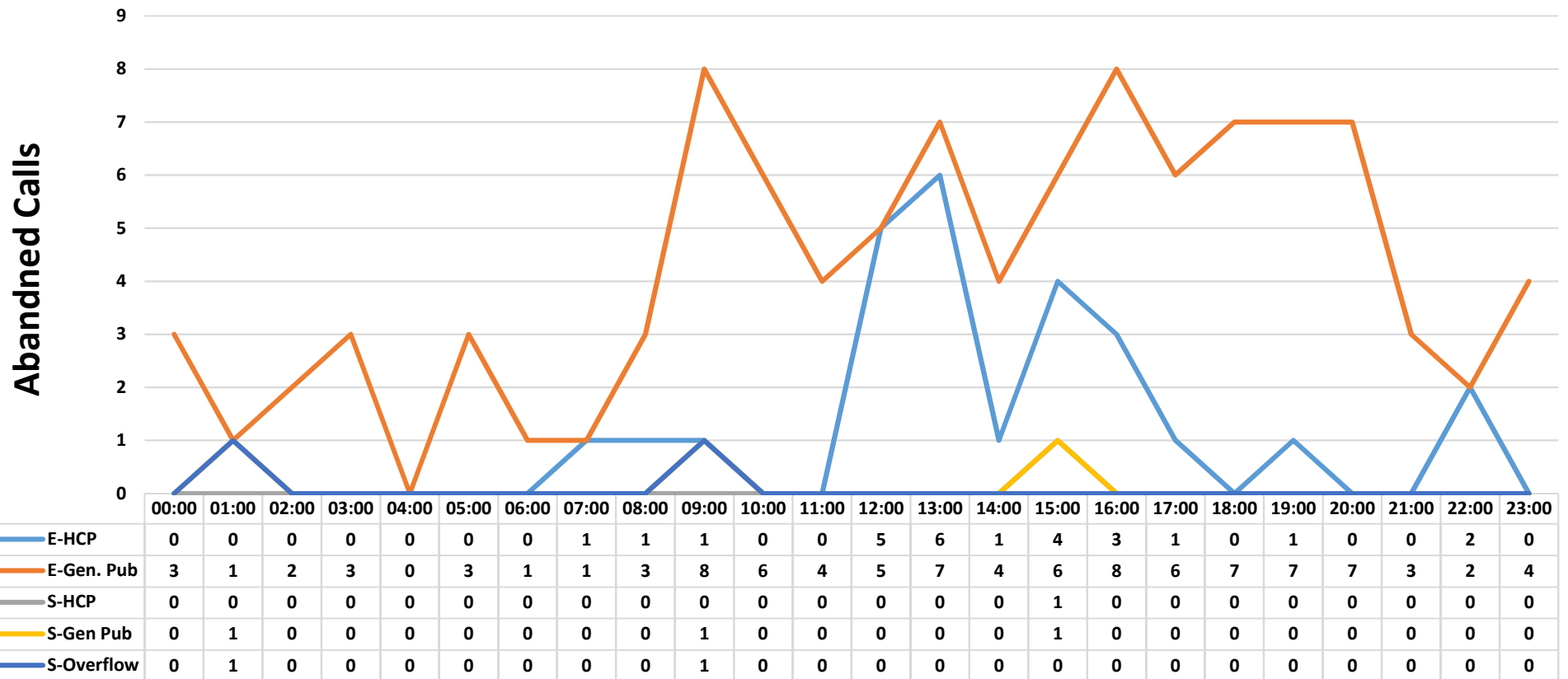
*RPH - The number of incoming calls received when logged into the Shortel Contact Center System.

*Chart Generation per hour - The number of charts (exposure + information) generated per shift.

*% Release - This number reflects the amount of time in the office.

*Breaks - The longest break will not exceed 30 minutes

Abandoned Calls for January 1, 2021 - January 24, 2021



Total Calls Accepted = 5,894

Abandoned Calls = 67

Abandoned Call Rate = 1.1%

January Incentive Metrics

Must meet 4 out of the 5 metrics

1




2

Group Name	Time - Max Wait to Abandon	Time - Queued Max
E - GEN PUB	00:10:17 	00:15:29 
E - HCP	00:11:01	00:21:35

3

4

5

Breaks January 2021 	Abandoned call rate January 2021	Surveys (minimum of 5 and no zeros) 
5 breaks were longer than 20 minutes	1.1% 	SPIs w/ zero surveys – 12 SPIs w/less than 5 surveys - 8