

Georgia Poison Center Meeting Agenda

May 25th, 2021
1:30pm-4:30pm

1:30 PM – Meeting Introduction – GPL, SLH

- FMLA/ Resignations/ Terminations – KH, ES
- Open Positions/New Hires/ Position Changes/ Recognition – SJ, CW, 1 SPI, KK, KA, Admin

1:40 pm – Education Department – BO, KT

- 2021 Education Outreach Projects -2021 Webinar Series

1:45 pm – Rhabdomyolysis Review – Pakhawadee Palungwachira, MD (Miou), MD International Tox Fellow

2:15 pm – GPC Stroke Service Update – Jason Tully, MD, CSPI

2:45 pm – Medical Director Update – Medico Legal Considerations- Robert Geller MD

3:15 pm – Information Technology Update – GPL, RJG, CNP IT

- On-Call process****
- TS Updates
- Profiles
- Call Quality Issues
- GMH Mail Forwarding
- CHAT issues
- Avaya Softphone Bridge Updates
- Microsoft Suite Upgrades
- Mitel/ Avaya Phone Updates

**** <https://bezoar.georgiapoisoncenter.org/gpc-cnp-it-services/>

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

- Grady AMT Modules '21
- 2021 NACCT
- 2021 CSPI Exam
- Suboxone Consults
- Covid/Ebola Updates
- Grady Tox Consults
- July NS Staffing
- Fellow Daily Schedule
- COVID-19 Hotline Update
- Counterfeit Opioids/Benzos
- Follow-up Survey
- Laundry Pod Study Extension
- SPI CE
- SH Team Goals

4:30 pm – Meeting Adjourned

****** Next Meeting TUESDAY June 29th, 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, Director, GaPC

RE: Monthly Report April 2021

P.O. BOX: 26066

DATE: May 25, 2021

Service

Call volume stats for April 2020 - April 2021

		April-20	April-21	% Change
Total Calls (Incoming)		7,473	9,148	22.41%
Exposure Cases*		5,994	6,193	3.32%
	Human	5,759	5,932	3.00%
	Animal	235	261	11.06%
Information Request		1,479	2,955	99.80%
Public Health Situation		1,048	2,485	137.12%
Pill Identification		19	28	47.37%
Other		67	30	-55.22%
Follow-ups		4,973	6,685	34.43%
Customer Satisfaction				
Calls Abandoned		57	113	
Calls Accepted		7716	8240	
Abandoned Call Rate		0.7%	1.4%	
Customer Service Survey Completed				
	Live Agent	151	119	

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

May 1, 2021 - May 23, 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	495	228	46.1	26	5.3	241	48.7	104	1	0.0	26.2%	0.31	38.2	36	0.3	0:17:24	87	0.8	8
Asamoah, Kwaku	59509	337	177	52.5	18	5.3	142	42.1	16	0	0.0	47.5%	1.52	40.7	34	2.1	0:17:08	0	0.0	3
Baskerville, Dale	51242	471	186	39.5	12	2.5	273	58.0	80	2	0.0	21.8%	0.31	44.0	24	0.3	0:16:32	171	2.1	1
Capell, Nicky	59651	423	203	48.0	9	2.1	211	49.9	104	0	0.0	23.3%	0.25	32.5	27	0.3	0:17:41	0	0.0	4
Debruyne, Brett	50190	458	199	43.4	12	2.6	247	53.9	40	2	0.1	31.9%	0.66	43.2	29	0.7	0:06:17	198	5.0	11
Dillon, Kelly	57100	78	43	55.1	0	0.0	35	44.9	16	0	0.0	25.7%	0.34	48.1	7	0.4	0:17:24	0	0.0	0
Douglas, Dionna	50884	251	107	42.6	9	3.6	135	53.8	90	2	0.0	17.6%	0.13	43.3	15	0.2	0:17:52	0	0.0	0
Evans, Donna	55779	395	174	0.0	14	0.0	207	40.1	88	0	0.0	24.9%	0.27	44.4	23	0.3	0:18:50	19	0.2	5
Forbes, Cleomie	56239	516	224	43.4	11	2.1	281	100.7	96	3	0.0	40.7%	0.31	30.9	41	0.4	0:19:01	11	0.1	1
Going, Robert	50089	279	154	55.2	6	2.2	119	29.6	64	0	0.0	19.2%	0.31	48.5	20	0.3	0:16:14	25	0.4	7
Hash, Christina	50081	402	240	59.7	22	5.5	140	30.2	80	1	0.0	13.7%	0.41	51.9	32	0.4	0:18:42	0	0.0	0
Heard, Julia	50358	464	138	29.7	23	5.0	303	65.3	120	0	0.0	22.4%	0.13	40.8	33	0.3	0:18:39	5	0.0	7
Herrington, Lloyd	51879	383	167	43.6	10	2.6	206	53.8	96	0	0.0	14.3%	0.23	49.8	9	0.1	0:06:15	0	0.0	0
House, Philip	59631	641	243	37.9	14	2.2	384	59.9	120	1	0.0	14.3%	0.27	27.8	37	0.3	0:18:10	97	0.8	9
Howe, Kurt	52698	388	185	47.7	4	1.0	199	51.3	64	2	0.0	18.7%	0.37	38.5	35	0.5	0:17:57	17	0.3	0
Kinan, Karen	59508	438	200	45.7	12	2.7	226	51.6	126	1	0.0	23.4%	0.17	44.8	27	0.2	0:16:28	46	0.4	20
Marini, Mario	58142	427	191	44.7	11	2.6	225	52.7	105	0	0.0	19.0%	0.24	45.1	28	0.3	0:19:40	46	0.4	23
Martin, Jill	57580	533	203	38.1	19	3.6	311	58.3	72	2	0.0	24.2%	0.39	41.6	8	0.1	0:07:23	32	0.4	2
Proshok, Crystal	56610	407	192	47.2	14	3.4	201	49.4	88	1	0.0	15.9%	0.29	59.0	30	0.3	0:18:51	0	0.0	0
Rentschler, Alexandra	53980	379	173	45.6	6	1.6	200	52.8	96	0	0.0	23.9%	0.23	34.9	29	0.3	0:18:16	0	0.0	0
Riddell, Sandra	54197	406	182	44.8	14	3.4	210	51.7	96	0	0.0	35.3%	0.26	39.1	38	0.4	0:17:55	140	1.5	2
Tully, Jason	56508	332	148	44.6	17	5.1	167	50.3	72	0	0.0	19.3%	0.29	36.0	16	0.2	0:19:46	0	0.0	1
Velazco, Miguel	55974	502	250	49.8	14	2.8	238	47.4	90	0	0.0	25.3%	0.37	49.9	46	0.5	0:19:05	0	0.0	0
Wright, Shannon	59820	348	174	50.0	20	5.7	154	44.3	88	0	0.0	14.3%	0.28	51.6	29	0.3	0:17:29	10	0.1	4
Yunez, Canaan	59368	273	136	49.8	12	4.4	125	45.8	40	3	0.1	37.2%	0.46	38.5	42	1.1	0:17:01	0	0.0	0
		9531	4289	45.0	329	3.5	5180	54.3	1947	20	0.0	22.9%	0.35	42.8	625	0.3	0:16:37	817	0.4	108

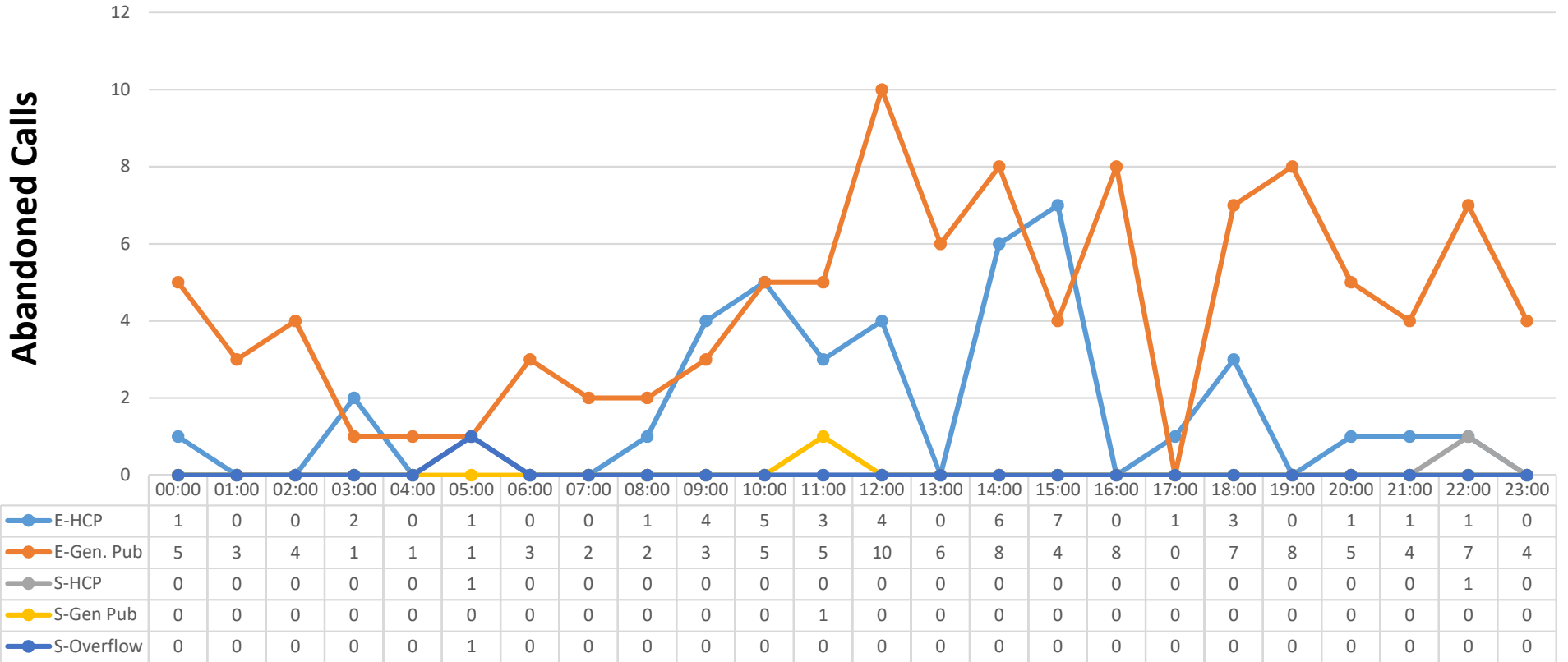
*RPH - The number of incoming calls received when logged into the Shortel Contact Center System.

*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 May 1, 2021 - May 23, 2021







Total Calls Accepted = 6,534




Abandoned Calls = 84

Abandoned Call Rate = 1.3%

May Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1	2
	Time - Max Wait to Abandon	Time - Queued Max
E - GEN PUB	00:08:06 	00:09:04 
E - HCP	00:07:15 	00:08:55 
TOTAL	00:08:06	00:09:04

3	4	5
Breaks May 2021 	Abandoned call rate May 2021	Surveys (minimum of 5 and no zeros) 
0 breaks were longer than 20 minutes	1.3% 	SPIs w/ zero surveys – 9 SPIs w/less than 5 surveys - 8

MEDICOLEGAL CONSIDERATIONS IN A POISON CENTER

ROBERT J. GELLER, MD

Georgia Poison Center

EXPECTATIONS

- Correct diagnosis even with insufficient information
- Optimal care
- Full recovery

REALITY

- Insufficient or confusing information
- Delayed availability of desired treatment
- Differing treatment styles

COMMUNICATION

- Sharing your conclusions, and how you arrived at them
- Demonstrating empathy and commitment
- Documenting accurately and completely

COMMUNICATION

- It is your obligation to ask all of the right questions
- You cannot rely on the caller to give you all of the important information

DOCUMENTATION

- Documenting fully and completely
- Documenting non-judgmentally
- Remember that the patient has full access to your notes

RESPONSIBILITY

- You are responsible to know the applicable policies
- You are responsible for following applicable policies
- You are responsible for staying within your practice parameters

RESPONSIBILITY

- Only toxicologists have the authority to choose to do something other than that prescribed by policy
- SPIs should follow toxicologist instructions in most cases
- If a SPI disagrees with instructions, they may choose to escalate to a faculty member, then to a Director

LAWSUITS

- Being sued \neq liability
- Anyone can sue over anything
- “Experts” can opine anything

LIABILITY

- Being held accountable for failure to meet the usual “standard of care”
- This failure to meet standard of care must cause injury that would not have occurred without the deviation from standard of care

LIABLE PARTY

- Usually becomes the supervisory MD or RN staff member
- Residents and fellows may remain in the lawsuit
- All possibly culpable parties will be named, to try to increase recovery and set up finger-pointing

LIABILITY INSURANCE

- At Georgia Poison Center and Grady, all actions taken as part of your assigned Grady duties are covered by Grady’s insurance and risk management activities
- Full indemnification
- Exception: intentionally violating policy/ practice

RESPONDING TO LIABILITY CLAIMS

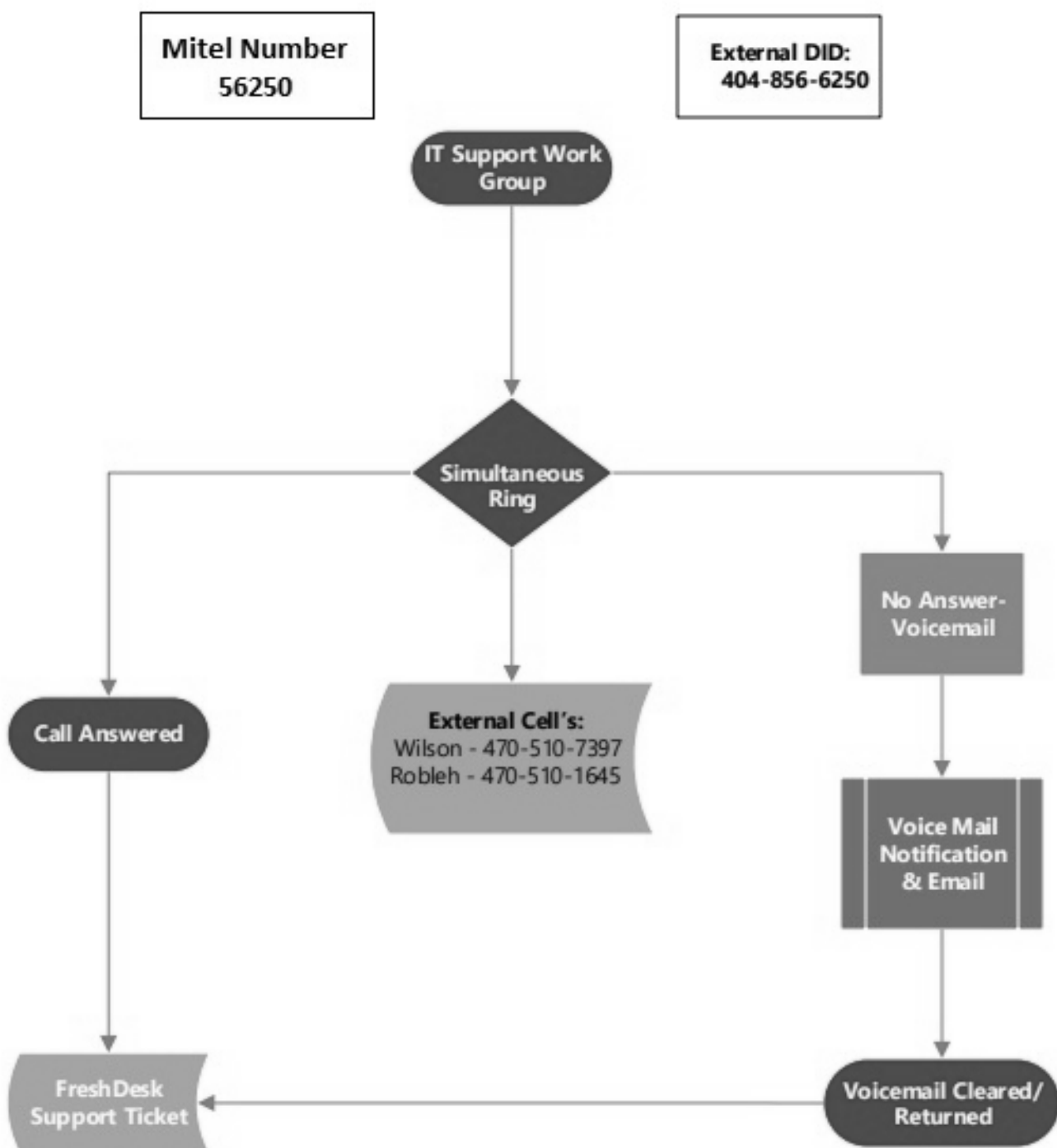
- All communication goes only through authorized channels
- Risk Management leads the response
- Utilize lawyer-client privilege



Dial 56250 on your Mitel Phone
or
Dial 404-856-6250

For non-urgent/ chronic/ lingering/ long-standing IT issues,
generate a GPC Fresh Desk Ticket... [Click Here.](#)

Business Hours Workflow



STROKE UPDATE

5/25/2021

Agenda

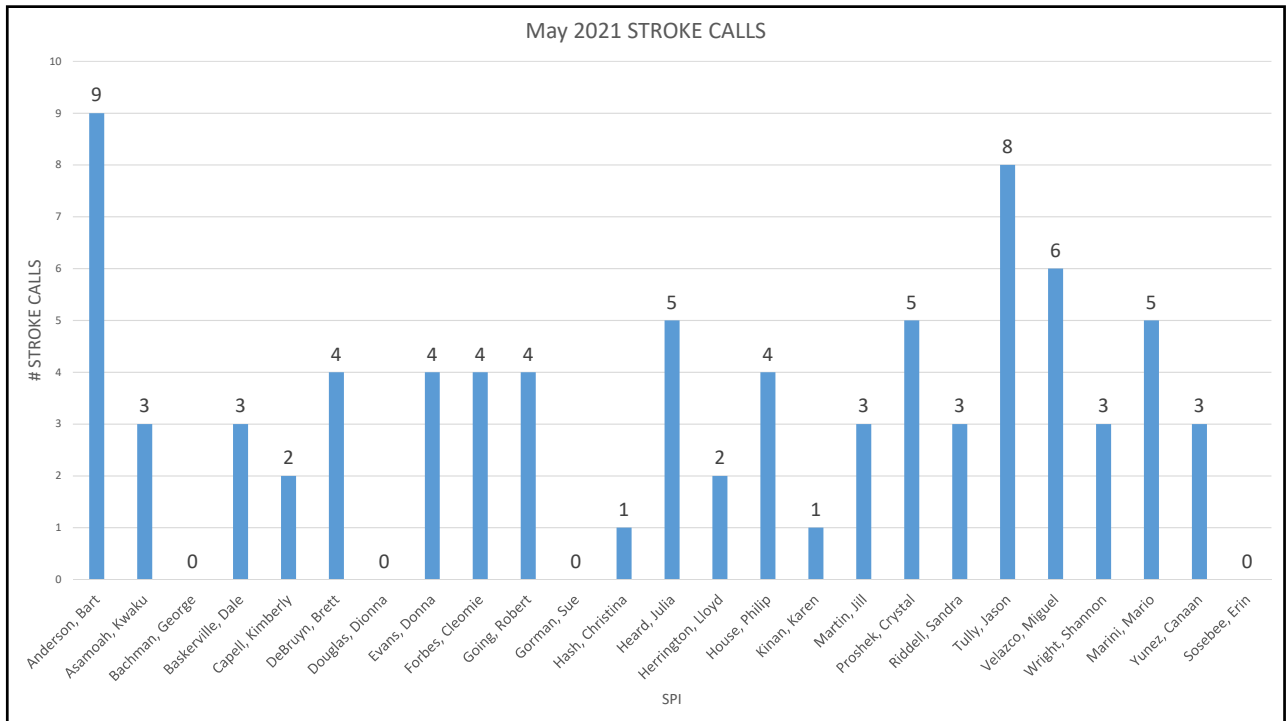
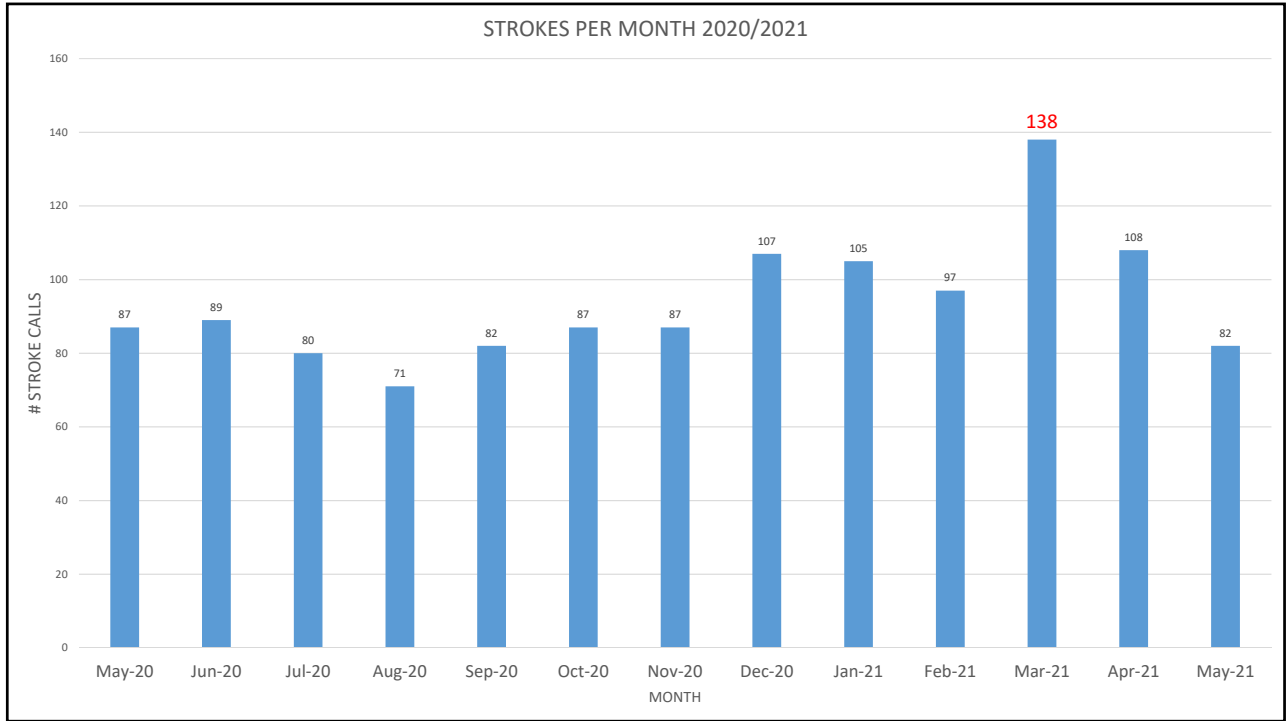
- New Hospitals
- Stroke Numbers
- Neuroscience Symposium
- Trouble Shooting
- Questions

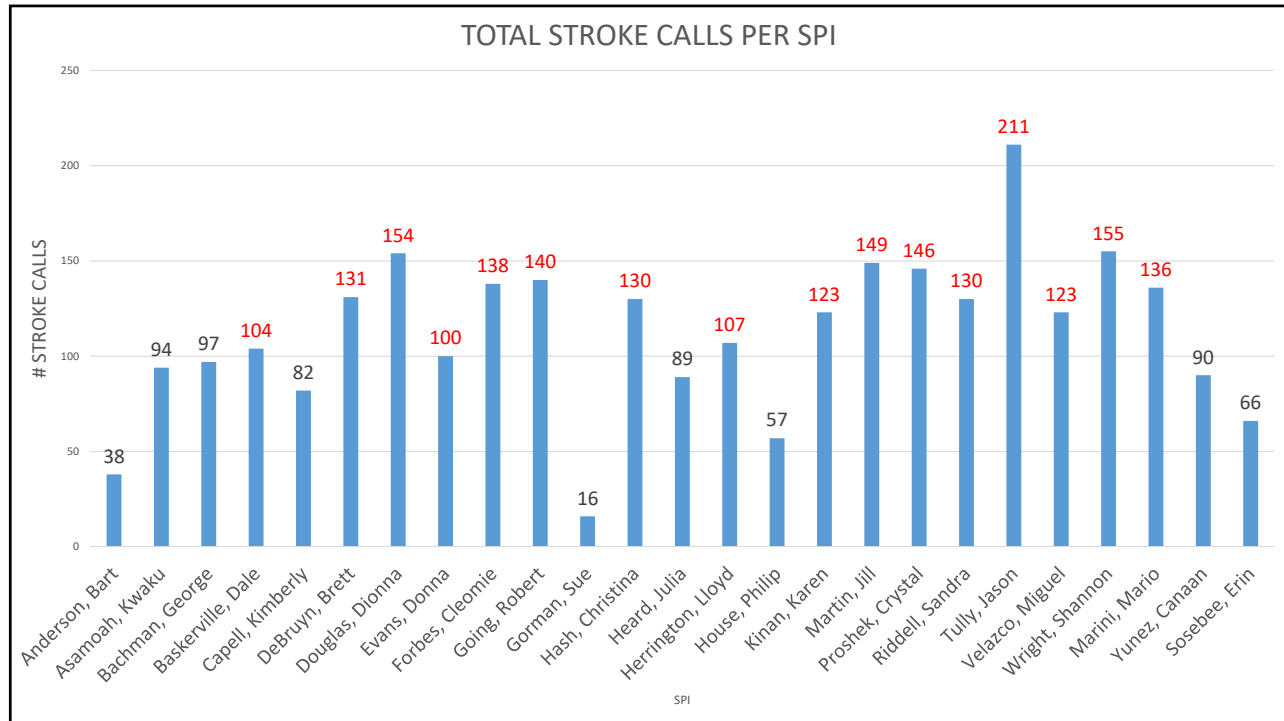
New Hospitals

- Emory St. Francis—LIVE—REACH-Ensure you have Access
- HABERSHAM—Technical Issues with IT—Polycom RealPresence
- Navicent-Macon—Expected Start TBD (7P-7A)
- Navicent-Baldwin—Expected Start TBD (24/7)
- On the Horizon: Boca Raton, Bethesda in Florida

Call Volume

Year	Total Stroke Calls	Calls Per Day
2018	76	0.83
2019	1215	3.33
2020	1020	2.79
2021	530	3.66
TOTAL	2841	





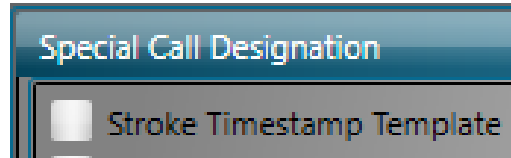
CHARTING

- TIME STAMPS: MAKE SURE YOUR CHART IS COMPLETE
- First: ED MD Last: (Pt Last Name, First Name)
- Caller Site: Other (code): MSN Hosp
- Call Type: Medical, Call Sub-Type: Stroke Call Management
- COVID + Substance Code
- Rule-Based Coding*
- Special Call Designation: Stroke Timestamp Template

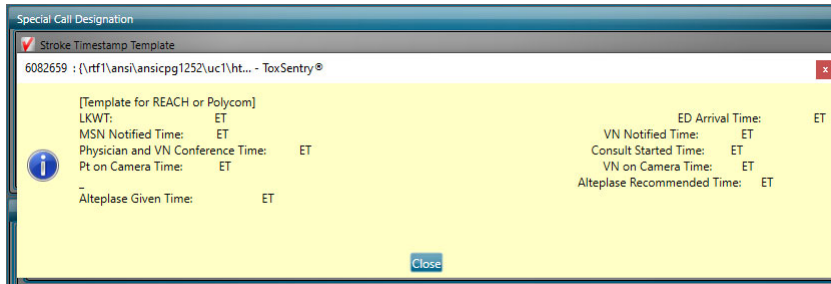
*Updates with new Tox Sentry Version

Stroke Info Chart Updates: The previous Special Call Designations Are Removed.

NEW Special Call Designation: Stroke Timestamp Template to help you Copy/paste time stamps to REACH or Googlevoice to VN.



Just Click: Close, and the Text disappears, but remains in the SPI Note Section Like the Tide Pod Reminder.



JT2

Time Stamp Template

SPI Notes Insert Date & Time

---Reminder Notes Start---
 [Template for REACH or Polycorn]

LKWT:	ET	ED Arrival Time:	ET	MSN Notified Time:	ET
VN Notified Time:	ET	Physician and VN Conference Time:	ET	Consult Started Time:	ET
Pt on Camera Time:	ET	VN on Camera Time:	ET	Alteplase Recommended Time:	ET
Alteplase Recommended Time:	ET	Alteplase Given Time:	ET		

LKWT:	ET
ED Arrival Time:	ET
MSN Notified Time:	ET
VN Notified Time:	ET
Physician and VN Conference Time:	ET
Consult Started Time:	ET
Pt on Camera Time:	ET
VN on Camera Time:	ET
Alteplase Recommended Time:	ET
Alteplase Given Time:	ET

You can Highlight, the SPI Notes Text, copy, and paste the Time Stamps In REACH or in a Google Voice. They save in the proper format: line by line.

COMING SOON: Tox Sentry 2.3.1.2 AD

Will Introduce Date & Time for Rule Based Coding

Will have Validation Errors if not filled in.

Will Have Drop down menu for VN.

Will have Either Or Option for Video/Phone Only AND Alteplase Given Yes/No.

Rule Based Coding

MSN Stroke Template 2a: 14 Questions

• Patient Info: Name, DOB, MRN, Gender, Race

• History: HPI, PMH, Medications, BP, INR

• Last Known Well Time Date & Time 15 Unknown Unknown

• ED Arrival Time Date & Time 15 Unknown Unknown

• MSN Notified Time Date & Time 15 Unknown Unknown

• Vascular Neurologist Notified Time Date & Time 15 Unknown Unknown

SPI Notes

Marcus Stroke and Neuroscience Center Stroke Awareness Month Educational Series

- Noon-1PM Free Registration Online—
<https://www.gradyhealth.org/marcus-stroke-and-neuroscience-center/stroke-awareness-month-events/>
- May 7: Dr. Alhamza Al-Bayati - Intracranial Aneurysms
- May 14: Dr. Raul Nogueira - Acute Stroke: How Will Current Clinical Trials Shape Future Treatment Options
- May 21: Dr. Nicolas Bianchi - Unusual Causes of Stroke and Why It's Important to Find Them
- May 28: Dr. Jonathan Ratcliff - Impact of COVID-19 on Stroke

TROUBLE SHOOTING

- BEZOAR

MARCUS STROKE NETWORK
(1-844-MST-DOCS / 1-844-678-3627)

REACH (REAL) WEBSITE

www.reachhealthconsult.com

username: contact STEPHANIE or JASON for your username
password: Temp432! (for all first-time log-ins) then change it to STROKE32!a

[PolyCom Guide](#) – Instructions, username, and password

*** Procedure-When-Answering a Stroke Call*** as of 12.1.2020

For Ischemic Strokes: LYSIS PAGER ([INSTRUCTIONS](#)) – 404-686-5500, 59747#

For Hemorrhagic Strokes: Grady Transfer Center: 404-616-4061

[MSN GPC Policies and Procedures Manual – 10.2019](#)

[Mock Consult REACH stroke note with addendum](#)

[Mock Consult REACH stroke note, complete](#)

[Troubleshooting VN issues during a stroke call, rev 5.2019](#)

[Troubleshooting SOUND/MICROPHONE problems](#)

Questions?