

Georgia Poison Center Meeting Agenda

August 31st, 2021
1:30pm-4:30pm

1:30 pm – Meeting Introduction – GPL, SLH

- STROKE AVAYA ANNOUCEMENT **must be made in the beginning of the meeting**
- FMLA/ Resignations/ Terminations – none
- Open Positions/New Hires/ Position Changes/ Recognition – 1 open SPI position
- New Admin Assistant- BW- start date 9/20/21
- GHS changes- MW- New CNO. AG- New VP Clinical affairs

1:45 pm – Education Department – BO, KT

- 2021 Education Outreach Projects
- 2021 Webinar Series
- 2nd and 3rd Qtr EOQ Award Reminder

1:50 pm – GPC Stroke Service Update – Jason Tully, MD, CSPI

2:20 pm – Information Technology Update – GPL, CNP IT

- TS Email Issues
- Chat Ring Notifications
- Call Quality Issues
- Avaya phone Updates
- Kronos clock issues
- Microsoft Suite Upgrades
- LifeSize installs/Updates
- Telstrat Phone recording system update
- Fresh Desk ticketing system
- TW set-ups- completed/scheduled

2:40 pm – GPC Operations – GPL, RJG, SLH

- Grady AMT Modules '21
- 2021 NACCT
- 2021 CSPI Exam
- SPIs in Office
- Covid/Ebola Updates
- Coding Webinar
- EKG Recs/ TCA and alike
- Documentation Reminder
- Grady Annual Screening
- W2W Schedule
- Ivermectin for COVID
- AHLS Recertification
- September Pharmacy Students (4)
- SH Team Goals

3:45 pm – Medical Director Update – RJG

4:05 pm – GPC Operations Continued

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY September 28th, 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, DNP,RN,TCRN,NEA-BC,FACHE, Chief Clinical Officer

FROM: Gaylord P. Lopez, PharmD, DABAT, Executive Director, GaPC

RE: Monthly Report July 2021

P.O. BOX: 26066

DATE: August 31, 2021

Service

Call volume stats for July 2020 - July 2021

		July-20	July-21	% Change
Total Calls (Incoming)		11,515	9,862	-14.36%
Exposure Cases*		6,668	6,138	-7.95%
	Human	6,348	5,915	-6.82%
	Animal	320	223	-30.31%
Information Request		4,847	3,724	-23.17%
Public Health Situation		4,321	3,187	-26.24%
Pill Identification		25	26	4.00%
Other		107	33	-69.16%
Follow-ups		6,459	6,932	7.32%
Customer Satisfaction				
Calls Abandoned		161	94	
Calls Accepted		8964	6995	
Abandoned Call Rate		1.8%	1.3%	
Customer Service Survey Completed				
	Live Agent	205	238	

SPI Workload Report

August 1, 2021 August 29, 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	628	309	49.2	25	4.0	294	46.8	21	3	0.1	20.8%	1.99	43.0	46	2.2	0:22:04	84	4.0	15
Asamoah, Kwaku	59509	457	268	58.6	30	6.6	159	34.8	21	0	0.0	17.7%	1.77	39.6	43	2.0	0:21:11	0	0.0	20
Bachman, George	59996	119	34	28.6	4	3.4	81	68.1	6	1	0.2	41.0%	0.79	34.1	3	0.0	0:04:54	0	0.0	0
Baskerville, Dale	51242	516	201	39.0	16	3.1	299	57.9	19	0	0.0	20.7%	1.43	44.3	22	1.2	0:21:18	30	1.6	7
Capell, Nicky	59651	697	368	52.8	21	3.0	308	44.2	22	2	0.1	17.4%	2.21	34.3	45	2.0	0:20:30	0	0.0	13
Debruyin, Brett	50190	733	233	31.8	19	2.6	481	65.6	18	1	0.1	37.6%	1.75	37.2	30	1.7	0:07:10	249	13.8	11
Dillon, Kelly	57100	61	41	67.2	4	6.6	16	26.2	2	1	0.5	21.7%	2.81	46.4	5	2.5	0:16:43	0	0.0	1
Douglas, Dionna	50884	496	232	46.8	16	3.2	248	50.0	17	0	0.0	19.2%	1.46	42.7	29	1.7	0:24:48	10	0.6	4
Evans, Donna	55779	347	140	40.3	9	2.6	198	62.7	12	1	0.1	26.2%	1.55	45.6	23	1.9	0:17:24	11	0.9	7
Forbes, Cleomie	56239	316	137	43.4	13	4.1	166	45.0	10	0	0.0	40.0%	1.88	29.8	25	2.5	0:20:21	0	0.0	0
Going, Robert	50089	369	188	50.9	7	1.9	174	39.3	12	2	0.2	19.1%	2.03	46.8	25	2.1	0:17:34	30	2.5	15
Hash, Christina	50081	443	252	56.9	17	3.8	174	26.7	16	0	0.0	16.4%	2.10	44.4	30	1.9	0:18:19	0	0.0	0
Heard, Julia	50358	652	234	35.9	21	3.2	397	60.9	15	0	0.0	18.0%	1.70	40.0	42	2.8	0:27:19	31	2.1	8
Herrington, Lloyd	51879	500	241	48.2	19	3.8	240	48.0	18	0	0.0	14.2%	1.81	48.6	7	0.4	0:08:31	23	1.3	9
House, Philip	59631	1022	336	32.9	18	1.8	668	65.4	20	1	0.1	16.0%	2.21	37.3	43	2.2	0:18:12	122	6.1	14
Kinan, Karen	59508	582	259	44.5	19	3.3	304	52.2	18	1	0.1	27.1%	1.54	43.9	37	2.1	0:17:16	10	0.6	31
Marini, Mario	58142	127	57	44.9	2	1.6	68	53.5	18	0	0.0	12.5%	0.41	50.4	11	0.6	0:16:34	13	0.7	7
Martin, Jill	57580	757	298	39.4	33	4.4	426	56.3	18	2	0.1	18.2%	2.30	38.2	6	0.3	0:10:40	55	3.1	10
Ngo, Kiet	54504	707	383	54.2	56	7.9	268	37.9	21	5	0.2	15.4%	2.61	46.8	43	2.0	0:42:36	0	0.0	16
Proshok, Crystal	56610	522	257	49.2	30	5.7	235	45.0	20	1	0.1	12.6%	1.79	57.4	33	1.7	0:17:36	0	0.0	1
Rentschler, Alexandra	53980	586	275	46.9	3	0.5	308	52.6	20	0	0.0	17.7%	1.74	37.9	43	2.2	0:18:18	40	2.0	8
Riddell, Sandra	54197	288	134	46.5	15	5.2	139	48.3	10	1	0.1	19.9%	1.86	48.3	29	2.9	0:18:00	96	9.6	8
Sosebee, Erin	59138	704	330	46.9	20	2.8	354	50.3	20	0	0.0	19.3%	2.19	42.4	41	2.1	0:17:19	14	0.7	6
Tully, Jason	56508	417	241	57.8	19	4.6	157	37.6	14	0	0.0	12.9%	2.32	46.1	27	1.9	0:16:24	0	0.0	4
Velazco, Miguel	55974	366	198	54.1	13	3.6	155	42.3	13	1	0.1	22.8%	2.03	54.1	41	3.2	0:17:51	0	0.0	3
Wright, Shannon	59820	454	238	52.4	26	5.7	190	41.9	19	4	0.2	17.2%	1.74	50.1	40	2.1	0:21:11	7	0.4	5
Yunez, Canaan	59368	285	138	48.4	9	3.2	138	48.4	13	3	0.2	32.7%	1.41	42.5	41	3.2	0:18:07	0	0.0	1
		12523	5713	45.6	484	3.9	6645	53.1	412	27	0.1	20.6%	1.83	44.0	718	1.7	0:18:19	741	1.8	224

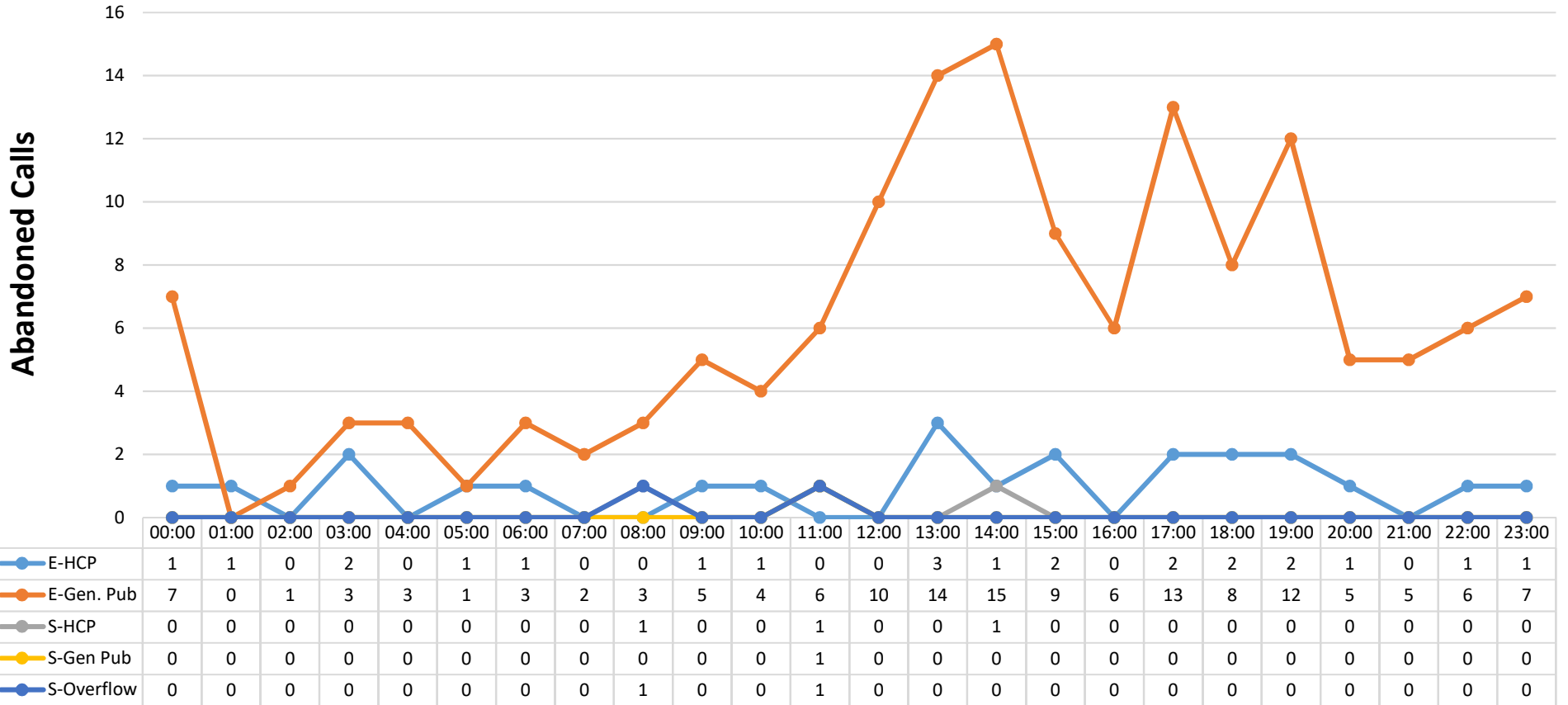
*RPH - The number of incoming calls received when logged into the Shortel Contact Center System.

*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 August 1, 2021 - August 29, 2021



Total Calls Accepted = 8,216
 Abandoned Calls = 109
 Abandoned Call Rate = 1.3%

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**

August 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	00:09:55		00:12:08	
E - HCP	00:08:44		00:16:45	

3	4	5
Breaks August 2021 	Abandoned call rate August 2021	Surveys (minimum of 5 and no zeros) 
9 breaks were longer than 20 minutes	1.3% 	SPIs w/ zero surveys – 3 SPIs w/less than 5 surveys - 6