

Georgia Poison Center Meeting Agenda

September 28th, 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 SPI position open, ES, CH

1:40pm – Education Department – BO, KT

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

1:45 pm – GPC Stroke Service Update, Jason Tully, MD, CSPI

2:15 pm – Information Technology Update – GPL, CNP IT, RJG

- TS Email Issues
- Chat Ring Notifications
- Call Quality Issues
- Avaya Softphone Bridge Updates
- Microsoft Suite
- Fresh Desk
- Telstrat Phone Recording System
- Microsoft Suite Upgrades
- Mitel/ Avaya Phone Updates

2:45 pm – Introduction- Ashley Gresham MSN, RN, CCRN- VP, Emergency Services

3:00 pm – GPC Operations – GPL, RJG, SLH

- Grady AMT Modules '21
- 2021 NACCT
- 2021 CSPI Exam
- Covid Updates
- Coding Webinar
- W2W Contact Info
- EKG Recs/ TCA and alike
- Documentation Reminder
- Grady Annual Screening
- W2W Schedule
- September Pharmacy Students (4)
- SH Team Goal

4:00 pm – CCB/BB Review – Andres Guzman-Soto, MD, Med Tox Fellow

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY October 26th, 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 August 2021
P.O. BOX: 26066

DATE: September 28, 2021

Service
Call volume stats for August 2020 - August 2021

	August-20	August-21	% Change
Total Calls (Incoming)	9,357	10,489	12.10%
Exposure Cases*	6,428	6,544	1.80%
Human	6,140	6,302	2.64%
Animal	288	242	-15.97%
Information Request	2,929	3,945	34.69%
Public Health Situation	2,472	3,399	37.50%
Pill Identification	27	27	0.00%
Other	79	35	-55.70%
Follow-ups	6,607	8,033	21.58%
Customer Satisfaction			
Calls Abandoned	70	109	
Calls Accepted	6423	8216	
Abandoned Call Rate	1.1%	1.3%	
Customer Service Survey Completed			
Live Agent	212	238	

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

September 1, 2021 - September 26, 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	631	285	45.2	13	2.1	333	52.8	21	0	0.0	20.2%	1.77	46.2	39	1.9	0:18:12	103	4.9	16
Asamoah, Kwaku	59509	410	214	52.2	21	5.1	175	42.7	21	0	0.0	16.4%	1.40	42.8	40	1.9	0:20:42	107	5.1	21
Bachman, George	59396	155	51	32.9	5	3.2	99	63.9	6	0	0.0	24.8%	1.17	42.1	6	0.0	0:06:31	0	0.0	0
Baskerville, Dale	51242	453	179	39.5	11	2.4	263	58.1	19	0	0.0	19.6%	1.25	45.3	25	1.3	0:17:54	52	2.7	29
Capell, Nicky	59651	544	280	51.5	17	3.1	247	45.4	22	2	0.1	16.7%	1.69	42.8	38	1.7	0:17:55	61	2.8	9
Debruyne, Brett	50190	607	201	33.1	16	2.6	390	64.3	18	1	0.1	30.5%	1.51	45.8	25	1.4	0:06:31	320	17.8	13
Dillon, Kelly	57100	18	12	66.7	1	5.6	5	27.8	2	0	0.0	19.6%	0.81	59.1	2	1.0	0:17:08	0	0.0	1
Douglas, Dionna	50884	402	185	46.0	18	4.5	199	49.5	17	0	0.0	20.3%	1.19	44.8	28	1.6	0:19:52	100	5.9	10
Evans, Donna	55779	435	166	38.2	17	3.9	252	46.4	12	0	0.0	24.1%	1.91	46.8	26	2.2	0:16:17	39	3.3	18
Forbes, Cleomie	56239	543	220	40.5	11	2.0	312	118.6	10	1	0.1	44.4%	2.89	29.2	46	4.6	0:19:08	0	0.0	3
Going, Robert	50089	263	121	46.0	6	2.3	136	33.7	12	0	0.0	21.3%	1.32	46.7	18	1.5	0:16:42	22	1.8	10
Hash, Christina	50081	404	242	59.9	17	4.2	145	55.3	16	0	0.0	14.5%	2.02	49.2	32	2.0	0:17:17	5	0.3	7
Heard, Julia	50358	262	95	36.3	5	1.9	162	61.8	15	0	0.0	29.0%	0.67	38.4	23	1.5	0:17:18	31	2.1	4
Herrington, Lloyd	51879	469	215	45.8	15	3.2	239	51.0	18	1	0.1	11.4%	1.60	52.7	13	0.7	0:06:33	60	3.3	9
House, Phillip	59631	704	237	33.7	13	1.8	454	64.5	20	0	0.0	16.2%	1.56	40.9	35	1.8	0:17:32	99	5.0	14
Kinan, Karen	59508	675	298	44.1	23	3.4	354	52.4	18	1	0.1	27.8%	1.78	45.6	40	2.2	0:17:39	110	6.1	58
Marini, Mario	58142	59	22	37.3	3	5.1	34	57.6	18	1	0.1	22.8%	0.17	41.7	4	0.2	0:20:28	0	0.0	1
Martin, Jill	57580	384	158	41.1	21	5.5	205	53.4	18	0	0.0	20.2%	1.24	48.3	5	0.3	0:12:40	35	1.9	7
Ngo, Kiet	54504	621	337	54.3	65	10.5	219	35.3	21	2	0.1	13.6%	2.39	51.5	39	1.9	0:19:14	0	0.0	20
Proshok, Crystal	56610	411	205	49.9	12	2.9	194	47.2	20	1	0.1	12.6%	1.36	56.5	30	1.5	0:18:00	137	6.9	6
Rentschler, Alexandra	53980	580	254	43.8	10	1.7	316	54.5	20	1	0.1	15.1%	1.65	40.6	39	2.0	0:18:05	72	3.6	11
Riddell, Sandra	54197	455	232	51.0	11	2.4	212	46.6	10	0	0.0	15.2%	3.04	53.2	49	4.9	0:16:48	172	17.2	10
Sosebee, Erin	59138	567	246	43.4	22	3.9	299	52.7	20	0	0.0	19.8%	1.68	44.0	34	1.7	0:16:43	28	1.4	6
Tully, Jason	56508	476	246	51.7	14	2.9	216	45.4	14	0	0.0	11.3%	2.32	44.9	30	2.1	0:23:22	60	4.3	5
Velazco, Miguel	55974	394	205	52.0	15	3.8	174	44.2	13	1	0.1	20.2%	2.12	54.2	39	3.0	0:17:35	0	0.0	1
Wright, Shannon	59820	425	204	48.0	17	4.0	204	48.0	19	1	0.1	16.1%	1.45	52.3	37	1.9	0:20:25	3	0.2	4
Yunez, Canaan	59368	268	121	45.1	4	1.5	143	53.4	13	3	0.2	72.8%	1.20	43.1	36	2.8	0:18:11	0	0.0	0
		10984	4946	45.0	403	3.7	5981	54.5	412	16	0.0	22.3%	1.59	46.6	693	1.7	0:16:45	1513	3.7	293

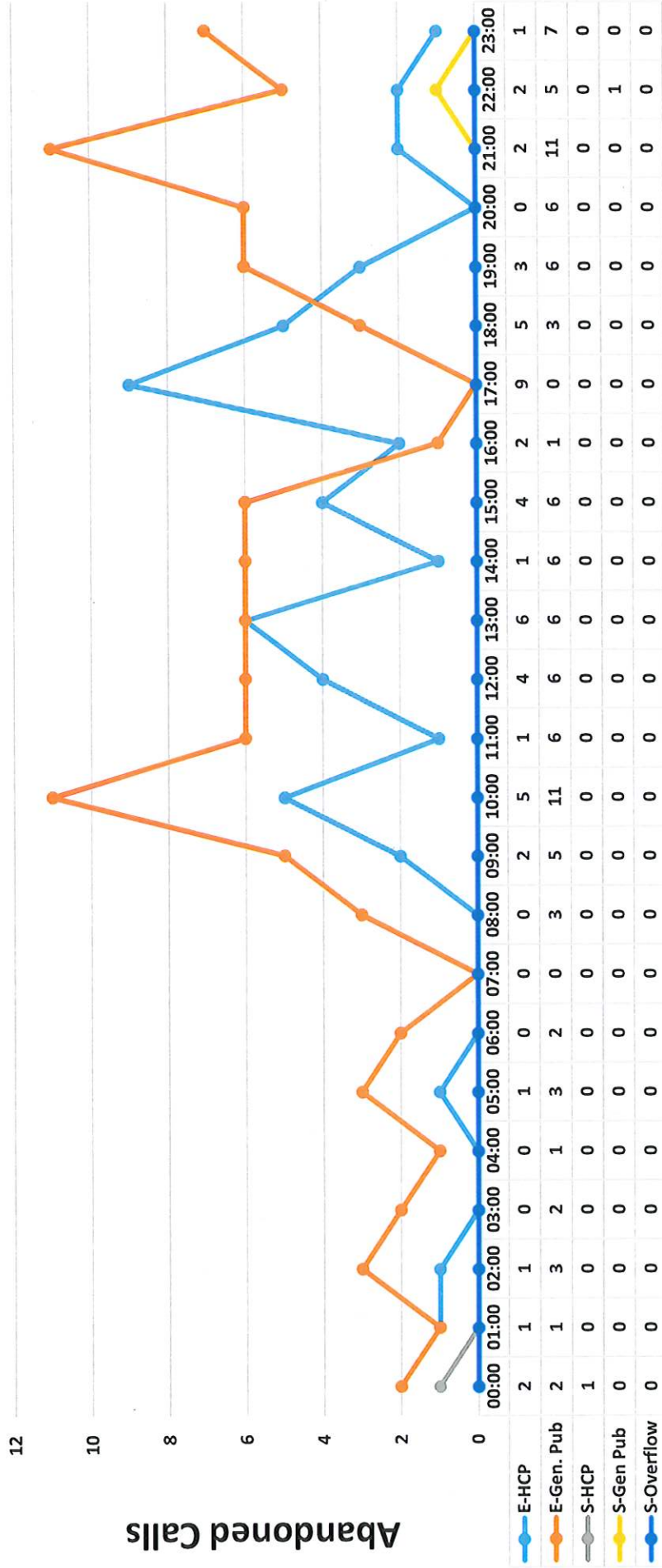
*RPH - The number of incoming calls received when logged into the Shortel Contact Center System.

*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 - This number will not exceed 30 minutes





Abandoned Calls for September 1, 2021 - September 26, 2021






Total Calls Accepted = 7,104
 Abandoned Calls = 74
 Abandoned Call Rate = 1.0%

September 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	00:11:15 	00:16:11 
E - HCP	00:05:43 	00:15:11 
TOTAL	00:11:15	00:16:11

3	4	5
Breaks September 2021 	Abandoned call rate September 2021	Surveys (minimum of 5 and no zeros) 
4 breaks were longer than 20 minutes	1.0% 	SPIs w/ zero surveys – 2 SPIs w/less than 5 surveys - 6