

Georgia Poison Center Meeting Agenda



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

**LET'S GO
BRAVES!**

1:30 PM – Meeting Introduction – GPL, SLH

- STROKE AVAYA ANNOUCEMENT **must be made in the beginning of the meeting**
- FMLA/ Resignations/ Terminations – KT, BA
- Open Positions/New Hires/ Position Changes/ Recognition – 1 SPI, 6 Covid Specialists, CSPI, PF, JC Admin positions offers to be made

1:45 pm – Medical Director Update – RJG, MD

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

2:05 pm – Education Department – BO, KT

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

2:45 pm – Information Technology Update – GPL, CNP IT

- Call Quality Issues
- Datto PSA Ticketing System replacement/Training
- Telstrat Phone Recording System
- Office 365 Issues
- ToxSentry updates

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

- Grady AMT Modules '21
- 2021 NACCT
- 2021 CSPI Exam
- PTO Buy Back
- Covid Updates
- Melioidosis Update
- Coding Webinar
- Rabies Updates
- W2W Schedule Updates
- STP Revision Committees
- Documentation Policy Updates
- Grady Annual Screening/ Flu/ Covid Vax
- November Pharmacy Students
- SH Team Goal

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY NOVEMBER 16th, 2021 *******

****RSVP****

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: Ashley Gresham, Vice - President of Clinical Operations
FROM: Gaylord P. Lopez, PharmD, DABAT, Executive Director, GaPC
RE: Monthly Report September 2021
P.O. BOX: 26066

DATE: October 26, 2021

Service
Call volume stats for September 2020 - September 2021

	September-20	September-21	% Change
Total Calls (Incoming)	8,743	8,544	-2.28%
Exposure Cases*	6,002	6,054	0.87%
Human	5,724	5,808	1.47%
Animal	278	246	-11.51%
Information Request	2,741	2,490	-9.16%
Public Health Situation	2,297	2,019	-12.10%
Pill Identification	25	20	-20.00%
Other	56	49	-12.50%
Follow-ups	6,410	7,480	16.69%
Customer Satisfaction			
Calls Abandoned	158	74	
Calls Accepted	8030	7104	
Abandoned Call Rate	2.0%	1.0%	
Customer Service Survey Completed			
Live Agent	220	TBD	

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

October 1, 2021 - October 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
Anderson, Bart	50904	342	162	47.4	7	2.0	173	50.6	21	1	0.0	23.6%	1.01	45.1	23	1.1	0:17:34	5	0.2
Asamoah, Kwaku	59509	456	223	48.9	11	2.4	222	48.7	21	0	0.0	13.6%	1.39	41.8	35	1.7	0:18:29	0	0.0
Bachman, George	59996	168	59	35.1	3	1.8	106	63.1	6	0	0.0	20.8%	1.29	44.1	3	0.0	0:07:27	0	0.0
Baskerville, Dale	51242	418	202	48.3	14	3.3	202	48.3	19	0	0.0	17.5%	1.42	51.0	24	1.3	0:18:39	96	5.1
Capell, Nicky	59651	127	70	55.1	4	3.1	53	41.7	22	1	0.0	16.5%	0.42	40.8	7	0.3	0:16:05	0	0.0
Debruyne, Brett	50190	651	214	32.9	16	2.5	421	64.7	18	1	0.1	32.5%	1.60	41.6	26	1.4	0:06:22	156	8.7
Douglas, Dionna	50884	367	164	44.7	12	3.3	191	52.0	17	0	0.0	10.7%	1.04	51.5	22	1.3	0:18:55	42	2.5
Evans, Donna	55779	346	152	43.9	19	5.5	175	30.3	12	2	0.2	24.0%	1.78	45.7	23	1.9	0:19:02	8	0.7
Forbes, Cleomie	56239	578	257	44.5	24	4.2	297	151.5	10	0	0.0	39.4%	3.51	34.2	50	5.0	0:17:13	0	0.0
Going, Robert	50089	196	98	50.0	1	0.5	97	23.5	12	0	0.0	15.7%	1.03	50.5	17	1.4	0:19:07	18	1.5
Hash, Christina	50081	413	243	58.8	9	2.2	161	28.7	16	0	0.0	14.9%	1.97	49.4	33	2.1	0:18:57	0	0.0
Heard, Julia	50358	561	205	36.5	9	1.6	347	61.9	15	0	0.0	15.7%	1.43	44.5	38	2.5	0:21:24	31	2.1
Herrington, Lloyd	51879	419	210	50.1	12	2.9	197	47.0	18	0	0.0	11.1%	1.54	54.5	11	0.6	0:09:42	40	2.2
House, Philip	59631	669	226	33.8	17	2.5	426	63.7	20	1	0.1	16.2%	1.52	37.6	40	2.0	0:19:10	88	4.4
Kinan, Karen	59508	615	258	42.0	18	2.9	339	55.1	18	0	0.0	25.0%	1.53	44.7	41	2.3	0:17:09	29	1.6
Marini, Mario	58142	195	80	41.0	8	4.1	107	54.9	18	1	0.1	20.2%	0.61	49.7	15	0.8	0:17:03	0	0.0
Martin, Jill	57580	608	281	46.2	21	3.5	306	50.3	18	2	0.1	20.4%	2.10	47.3	7	0.4	0:13:12	70	3.9
Ngo, Kiet	54504	550	327	59.5	38	6.9	185	33.6	21	2	0.1	13.5%	2.17	49.8	35	1.7	0:19:44	0	0.0
Proshek, Crystal	56610	300	158	52.7	14	4.7	128	42.7	20	1	0.1	15.2%	1.08	55.2	20	1.0	0:16:47	169	8.5
Rentschler, Alexandra	53980	374	147	39.3	5	1.3	222	59.4	20	0	0.0	14.4%	0.95	42.1	21	1.1	0:17:26	42	2.1
Riddell, Sandra	54197	362	177	48.9	10	2.8	175	48.3	10	0	0.0	14.9%	2.34	55.3	38	3.8	0:17:13	138	13.8
Sosebee, Erin	59138	580	276	47.6	13	2.2	291	50.2	20	1	0.1	18.1%	1.81	41.7	33	1.7	0:16:54	34	1.7
Tully, Jason	56508	394	199	50.5	13	3.3	182	46.2	14	0	0.0	15.8%	1.89	42.4	28	2.0	0:17:29	60	4.3
Velazco, Miguel	55974	374	200	53.5	10	2.7	164	43.9	13	4	0.3	22.5%	2.02	52.5	35	2.7	0:20:53	0	0.0
Wright, Shannon	59820	409	228	55.7	12	2.9	169	41.3	19	2	0.1	16.0%	1.58	49.3	40	2.1	0:17:55	6	0.3
Yunez, Canaan	59368	199	109	54.8	4	2.0	86	43.2	13	2	0.2	32.8%	1.09	46.1	33	2.5	0:21:33	0	0.0
		10329	4763	46.1	324	3.1	5422	52.5	410	20	0.0	18.5%	1.54	44.9	637	1.6	0:16:18	1027	2.5

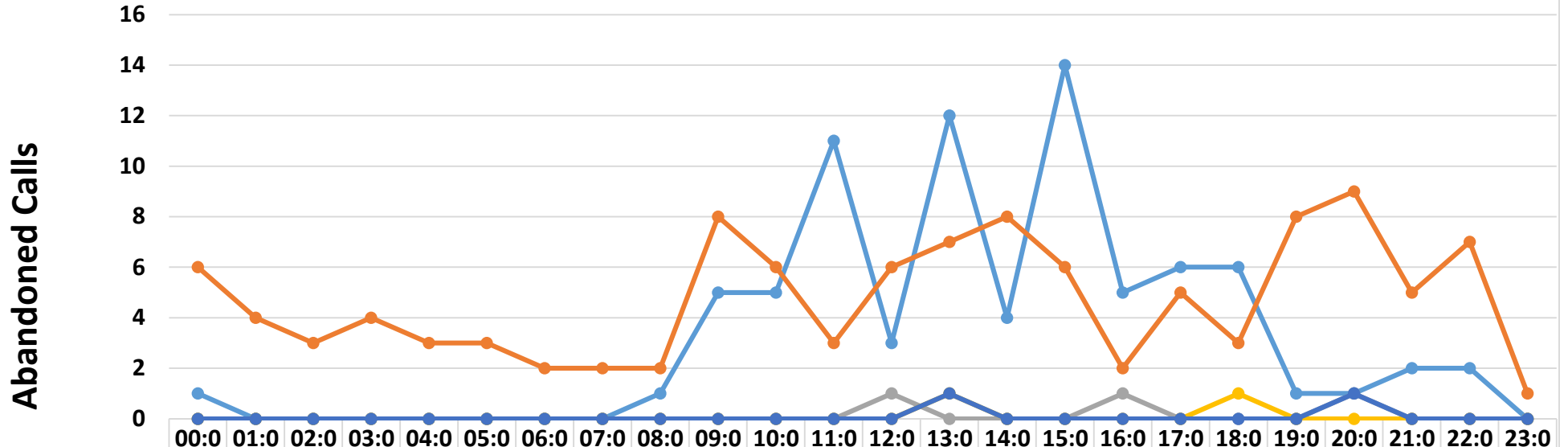
*RPH - The number of incoming calls received when logged into the Shortel Contact Center System.

*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 October 1, 2021 - October 24, 2021









	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
E-HCP	1	0	0	0	0	0	0	0	1	5	5	11	3	12	4	14	5	6	6	1	1	2	2	0
E-Gen. Pub	6	4	3	4	3	3	2	2	2	8	6	3	6	7	8	6	2	5	3	8	9	5	7	1
S-HCP	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0
S-Gen Pub	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0
S-Overflow	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0

Total Calls Accepted = 6,563
 Abandoned Calls = 64
 Abandoned Call Rate = 1.0%

October 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	00:05:01 		00:09:08 
E - HCP	00:06:06 		00:12:46 

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