

Georgia Poison Center Meeting Agenda

March 1st^h, 2022/ February Staff Meeting
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 – BA, MM(Covid)
- Open Positions/New Hires/ Position Changes/ Recognition – CF, KA/KK/JH, TK

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

2:15 pm – VP- Emergency Service Update – Ashley Gresham, MSN, RN, CCRN

2:35 pm – Education Department – BO, GPL

- 2022 Education Outreach Projects
- 2022 Webinar Series
- Bezoar Remake Plans
- EOY 2021 Award

2:45 pm – Medical Director Update – RJG

- Public Safety- Active Shooter
- Static issues
- ToxSentry/QB update

3:15 pm – CNP Update – Tom Russom- Sr. Systems Engineer, CNP

- New ticketing system demo

3:30 pm – Information Technology Update – GPL, CNP IT, RJG

- Avaya Phones rollout (3/7)
- Telstrat Phone Recording Update
- Mobile device/accessories use
- Grady Help Desk ticketing
- <https://helpdesk.gmh.edu/SupportCentral>

3:45 pm – GPC Operations – GPL, RJG, SLH, PCF

- Service for Robert “Bob” Baker
- Emergency Plan
- 2022 NACCT Abstracts
- 2022 CSPI Exam
- Med Tox Fellow Evaluation
- AccessChoa/ EPIC Access
- Holiday 2021 Sweater Contest
- Infant Formula Recall
- Covid Updates
- 2022 PCLM Updates
- Airefax Reminder
- Substance Verbatim
- STP Revision Updates
- Mandatory Page Situations
- W2W Schedule Updates
- February Pharmacy Students
- 2022 SPI CE
- SH Team Goal

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY March 29th, 2022 *******

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 January 2022
P.O. BOX: 26066

DATE: March 1, 2022

Service

Call volume stats for January 2021 - January 2022

		January-21	January-22	% Change
Total Calls (Incoming)		7,030	7,491	6.56%
Exposure Cases*		6,086	5,683	-6.62%
	Human	5,830	5,463	-6.30%
	Animal	256	220	-14.06%
Information Request		944	1,808	91.53%
Public Health Situation		10,813	1,366	-87.37%
Pill Identification		24	17	-29.17%
Other		41	38	-7.32%
Follow-ups		6,183	7,042	13.89%
Customer Satisfaction				
Calls Abandoned		87	44	
Calls Accepted		7602	5654	
Abandoned Call Rate		1.1%	0.8%	
Customer Service Survey Completed				
	Live Agent	99	243	

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Service

Call volume stats for February 2021 - February 2022

		February-21	February-22	% Change
Total Calls (Incoming)		11,196	6,517	-41.79%
Exposure Cases*		5,533	5,494	-0.70%
	Human	5,287	5,269	-0.34%
	Animal	246	225	-8.54%
Information Request		5,663	1,023	-81.94%
Public Health Situation		5,211	624	-88.03%
Pill Identification		25	19	-24.00%
Other		31	35	12.90%
Follow-ups		5,726	6,560	14.57%
Customer Satisfaction				
Calls Abandoned		91	45	
Calls Accepted		5581	6898	
Abandoned Call Rate		1.6%	0.7%	
Customer Service Survey Completed				
	Live Agent	133	231	

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**

February 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	00:05:55 	00:06:55 
E - HCP	00:03:07	00:10:13 

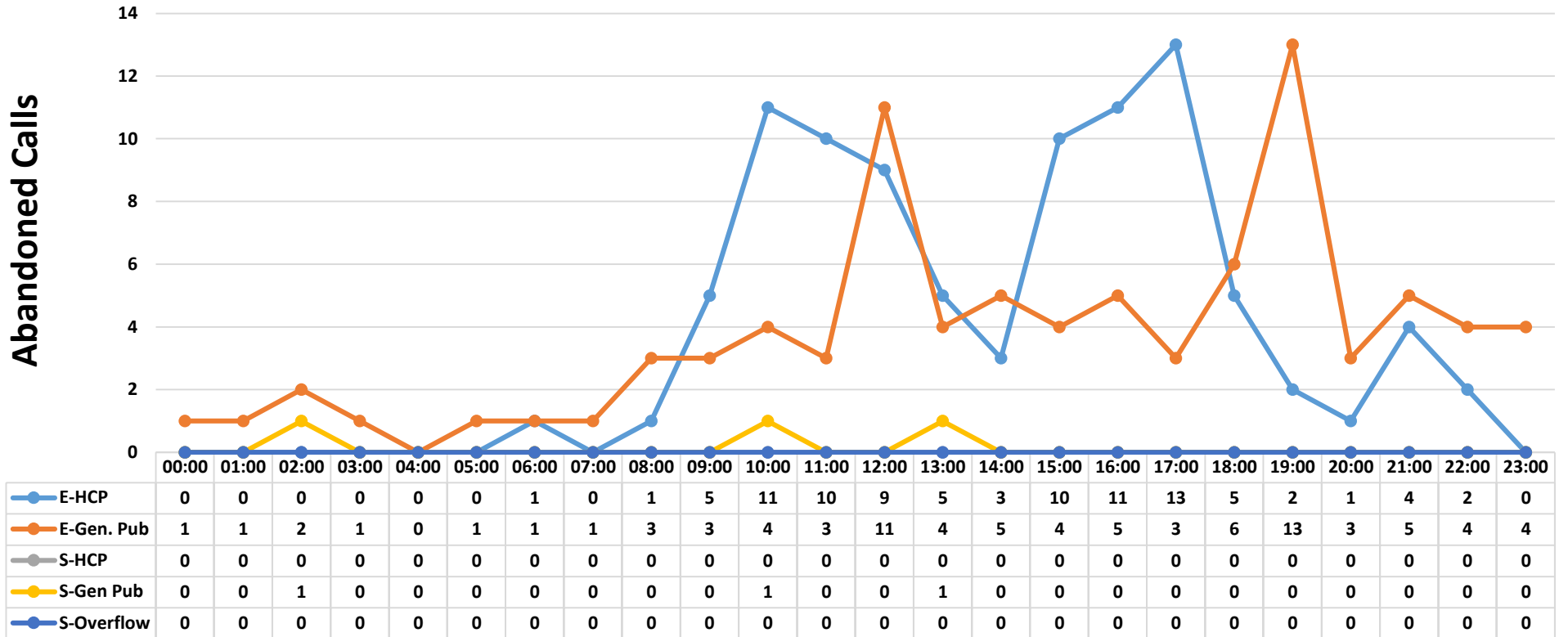
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4

5

Breaks February 2022 	Abandoned call rate February 2022	Surveys (minimum of 5 and no zeros) 
7 breaks were longer than 20 minutes	0.7% 	SPIs w/ zero surveys – 1 SPIs w/less than 5 surveys - 10

Abandoned Calls for February 1, 2022 - February 27, 2022



Total Calls Accepted = 6,898

Abandoned Calls = 45

Abandoned Call Rate = 0.7%

SPI Workload Report

February 1, 2022 - February 27, 2022

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	633	277	43.8	16	2.5	340	53.7	20	1	0.1	33.6%	1.83	48.0	46	2.3	0:18:49	58	2.9	19
Asamoah, Kwaku	59509	436	204	46.8	17	3.9	215	49.3	20	0	0.0	13.1%	1.38	47.4	37	1.9	0:17:42	37	1.9	17
Bachman, George	59996	210	55	26.2	8	3.8	147	70.0	13	0	0.0	19.0%	0.61	47.9	9	0.0	0:12:50	28	0.0	3
Baskerville, Dale	51242	461	198	43.0	12	2.6	251	54.4	18	0	0.0	15.4%	1.46	50.5	29	1.6	0:17:54	65	3.6	15
Capell, Nicky	59651	481	240	49.9	13	2.7	228	47.4	18	0	0.0	15.6%	1.76	44.6	38	2.1	0:17:43	8	0.4	10
Debruyne, Brett	50190	602	179	29.7	8	1.3	415	68.9	16	0	0.0	23.4%	1.46	46.3	20	1.3	0:10:10	139	8.7	8
Dillon, Kelly	57100	63	36	57.1	2	3.2	25	39.7	3	0	0.0	11.9%	1.58	55.5	3	1.0	0:17:18	0	0.0	1
Douglas, Dionna	50884	368	153	41.6	8	2.2	207	56.3	15	0	0.0	9.2%	1.07	55.5	24	1.6	0:19:04	35	2.3	2
Evans, Donna	55779	411	162	39.4	14	3.4	235	57.2	15	2	0.1	18.6%	1.47	50.3	20	1.3	0:20:34	27	1.8	22
Forbes, Cleomie	56239	572	245	42.8	16	2.8	311	54.4	19	5	0.3	50.5%	1.72	34.1	44	2.3	40:55:06	0	0.0	3
Going, Robert	50089	90	52	57.8	0	0.0	38	42.2	4	0	0.0	15.0%	1.63	54.6	51	12.8	0:17:06	20	5.0	7
Hash, Christina	50081	424	212	50.0	29	6.8	183	43.2	17	0	0.0	32.4%	1.77	53.7	37	2.2	0:42:21	10	0.6	3
Heard, Julia	50358	350	140	40.0	6	1.7	204	58.3	12	0	0.0	20.4%	1.22	41.7	34	2.8	0:20:07	12	1.0	4
Herrington, Lloyd	51879	490	216	44.1	7	1.4	267	54.5	18	0	0.0	9.2%	1.55	57.3	15	0.8	0:14:16	0	0.0	7
House, Philip	59631	748	243	32.5	18	2.4	487	65.1	20	0	0.0	14.8%	1.63	47.1	60	3.0	0:20:57	56	2.8	27
Kinan, Karen	59508	760	299	39.3	20	2.6	441	58.0	19	0	0.0	20.3%	1.68	47.9	46	2.4	0:17:26	0	0.0	35
Marini, Mario	58142	398	169	42.5	4	1.0	225	56.5	19	3	0.2	15.5%	1.14	50.9	30	1.6	0:19:21	63	3.3	1
Martin, Jill	57580	550	226	41.1	19	3.5	305	55.5	16	3	0.2	14.3%	1.91	54.9	22	1.4	0:17:16	0	0.0	4
Ngo, Kiet	54504	574	304	53.0	21	3.7	249	43.4	19	4	0.2	11.0%	2.14	55.5	37	1.9	0:18:25	220	11.6	5
Proshek, Crystal	56610	440	216	49.1	13	3.0	211	48.0	18	0	0.0	12.7%	1.59	60.2	35	1.9	0:22:53	78	4.3	2
Rentschler, Alexandra	53980	649	236	36.4	7	1.1	406	62.6	19	0	0.0	10.5%	1.60	52.2	36	1.9	0:17:44	190	10.0	5
Riddell, Sandra	54197	457	216	47.3	18	3.9	223	48.8	19	0	0.0	18.1%	1.54	53.6	51	2.7	0:28:26	39	2.1	8
Sosebee, Erin	59138	536	263	49.1	15	2.8	258	48.1	19	1	0.1	15.6%	1.83	49.3	35	1.8	0:17:26	58	3.1	9
Tully, Jason	56508	479	236	49.3	16	3.3	227	47.4	16	0	0.0	12.7%	1.97	47.4	28	1.8	0:17:18	0	0.0	6
Velazco, Miguel	55974	379	200	52.8	14	3.7	165	43.5	15	2	0.1	17.6%	1.78	55.9	43	2.9	0:18:04	15	1.0	1
Wright, Shannon	59820	299	158	52.8	18	6.0	123	41.1	14	2	0.1	16.1%	1.57	53.1	36	2.6	0:17:34	0	0.0	8
Yunez, Canaan	59368	322	164	50.9	9	2.8	149	46.3	16	0	0.0	30.4%	1.35	44.5	51	0.0	0:18:47	0	0.0	0
		11549	5022	43.5	348	3.0	6535	56.6	417	22	0.1	18.0%	1.56	50.7	825	2.0	1:52:50	1100	2.6	232

*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