

# Georgia Poison Center Meeting Agenda

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April 26<sup>th</sup> Staff Meeting

1:30pm-4:30pm

**HAPPY ADMINISTRATIVE ASSISTANT DAY!** (Wednesday April 27<sup>th</sup>)

## 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 offer

## 1:45 pm – GPC Operations – GPL, RJG, SLH, PCF

- 2022 NACCT Abstracts
- 2022 CSPI Exam
- Grady Biometric
- UKG Biometric
- SPI staff meetings w/SH
- Use of the Triage List
- Med Tox Fellow Evaluation
- Covid Updates
- Rabies Coding Review
- Telestrat Mini-Review
- Open Info Charts
- PCC Follow-ups/ Critical Patient
- Important Coding Reminders
- QA Review for May
- STP Revision Updates
- Tox Fellow Presentations
- W2W Schedule Updates
- 2022 SPI CE
- SH Team Goals
- Status Change update- (SPIs)
- AAPCC recertification
- Hurt Building Water Shutdown

## 2:45 pm – Education Department – BO, GPL

- 2022 Education Outreach Projects
- 2022 Webinar Series
- Bezoar Remake Plans
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## 3:00 pm – Information Technology Update – GPL, CNP IT

- New Avaya Phones for TW
- New TICKET System
- Telstrat Phone Recording Update
- PolyCom software issues
- Call Quality/Static issues
- Mitel/Avaya Drill scenarios
- Mitel/ Avaya Phone Updates
- Clayton County Updates
- Call Center standards
  - o Monitors
  - o Keyboards
  - o Mice
  - o Desks
  - o Furniture

## 3:30 pm – GPC Stroke Service Update – Jason Tully, MD, CSPI

## 4:30 pm – Meeting Adjourned

**\*\*\*\*\* Next Meeting TUESDAY MAY 31<sup>st</sup>, 2022 \*\*\*\*\***

**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 April 2022  
**P.O. BOX:** 26066

**DATE: April 26, 2022**

**Service**

**Call volume stats for April 2021 - April 2022**

|  | <b>April-21</b> | <b>April-22</b> | <b>% Change</b> |
|--|-----------------|-----------------|-----------------|
| <b>Total Calls (Incoming)</b>            | <b>9,148</b>    | <b>5,516</b>    | -39.70%         |
| <b>Exposure Cases*</b>                   | <b>6,193</b>    | <b>4,854</b>    | -21.62%         |
| Human                                    | 5,932           | 4,658           | -21.48%         |
| Animal                                   | 261             | 196             | -24.90%         |
| <b>Information Request</b>               | <b>2,955</b>    | <b>662</b>      | -77.60%         |
| Public Health Situation                  | 2,485           | 301             | -87.89%         |
| Pill Identification                      | 28              | 16              | -42.86%         |
| Other                                    | 30              | 19              | -36.67%         |
| <b>Follow-ups</b>                        | <b>6,685</b>    | <b>5,405</b>    | -19.15%         |
| <b>Customer Satisfaction</b>             |                 |                 |                 |
| Calls Abandoned                          | 113             | 114             |                 |
| Calls Accepted                           | 8240            | 6481            |                 |
| Abandoned Call Rate                      | 1.4%            | 1.8%            |                 |
| <b>Customer Service Survey Completed</b> |                 |                 |                 |
| Live Agent                               | <b>119</b>      | <b>229</b>      |                 |

## New Incentive Metrics – Beginning February 2020

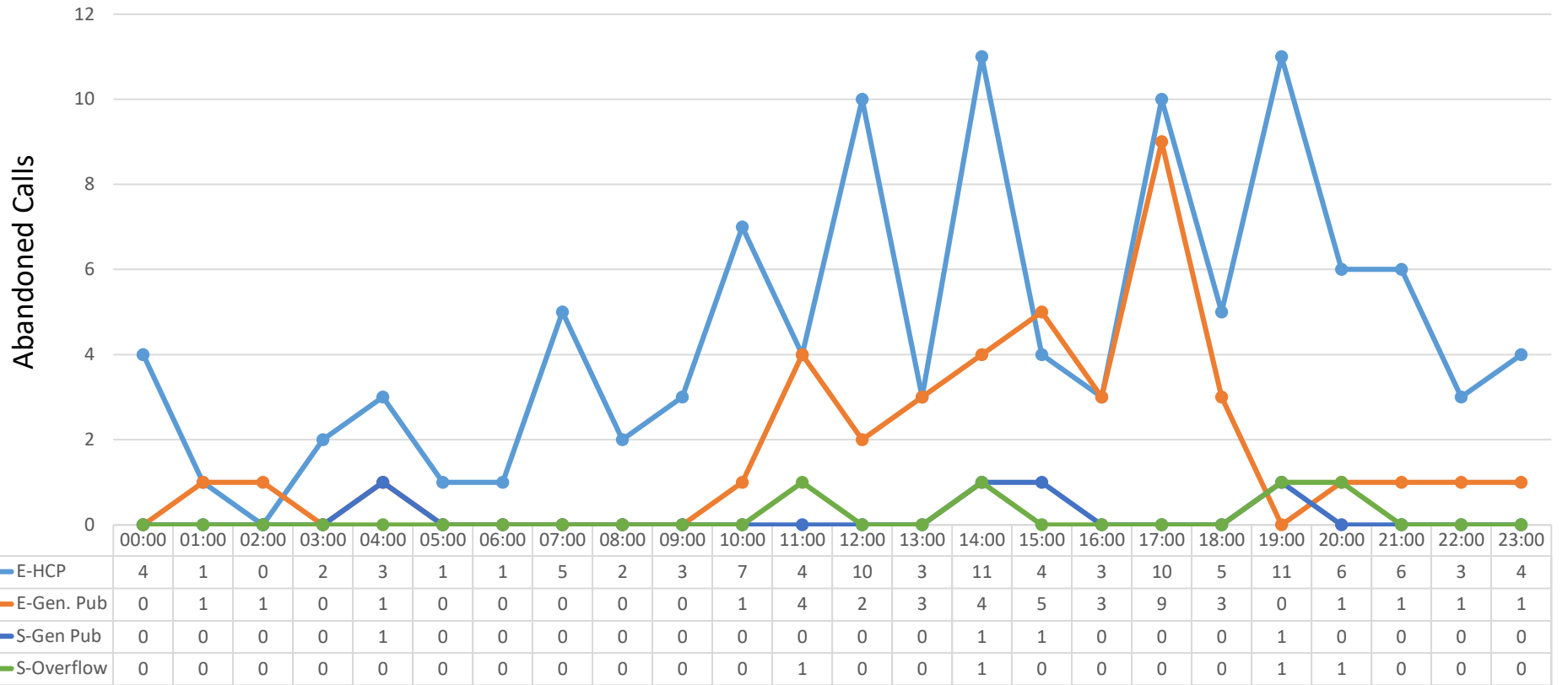
- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
  - **Surveys**
    - Minimum of 5 surveys
    - No zeroes allowed
  - **Breaks**
    - The longest break cannot exceed **20 min**
  - **Max wait to abandon\***
    - Not to exceed **10 min** for 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

## Abandoned Calls for April 1, 2022 - April 24, 2022







Total Calls Accepted = 6,481




Abandoned Calls = 114

Abandoned Call Rate = 1.8%

# April Incentive Metrics

Must meet 4 out of the 5 metrics

| Group Name  | 1<br>Time - Max Wait to Abandon  | 2<br>Time - Queued Max   |
|-------------|--|--|
| E - GEN PUB | 00:06:49  | 00:15:27  |
| E - HCP     | 00:12:05  | 00:20:08  |

| 3  | 4  | 5  |
|--|--|--|
| <b>Breaks</b><br>April 2022<br> | <b>Abandoned call rate</b><br>April 2022   | <b>Surveys</b><br>(minimum of 5 and no zeros)<br> |
| <b>2</b> breaks were longer than 20 minutes  | <b>1.8%</b><br> | SPIs w/ zero surveys – <b>3</b><br>SPIs w/less than 5 surveys - <b>6</b>   |

# SPI Workload Report

April 1, 2022 - April 24, 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        | 63          | 33              | 52.4       | 1                   | 1.6         | 29               | 46.0       | 2                   | 1                    | 0.5                          | 19.0%       | 2.13                      | 50.1       | 4                     | 2.0            | 0:17:02                        | 0               | 0.0            | 0       |
| Asamoah, Kwaku        | 59509        | 38          | 13              | 34.2       | 1                   | 2.6         | 24               | 63.2       | 1                   | 0                    | 0.0                          | 11.8%       | 1.75                      | 41.1       | 3                     | 3.0            | 0:17:21                        | 0               | 0.0            | 0       |
| Bachman, George       | 59996        | 192         | 52              | 27.1       | 7                   | 3.6         | 133              | 69.3       | 10                  | 0                    | 0.0                          | 16.3%       | 0.74                      | 43.7       | 5                     | 0.0            | 0:15:46                        | 0               | 0.0            | 3       |
| Baskerville, Dale     | 51242        | 298         | 106             | 35.6       | 6                   | 2.0         | 186              | 62.4       | 12                  | 0                    | 0.0                          | 16.4%       | 1.17                      | 53.0       | 17                    | 1.4            | 0:19:17                        | 9               | 0.8            | 11      |
| Capell, Nicky         | 59651        | 530         | 286             | 54.0       | 16                  | 3.0         | 228              | 43.0       | 17                  | 1                    | 0.1                          | 16.6%       | 2.22                      | 39.2       | 40                    | 2.4            | 0:18:39                        | 0               | 0.0            | 2       |
| Debruyne, Brett       | 50190        | 452         | 144             | 31.9       | 7                   | 1.5         | 301              | 66.6       | 12                  | 0                    | 0.0                          | 27.8%       | 1.57                      | 45.2       | 18                    | 1.5            | 0:07:42                        | 174             | 14.5           | 11      |
| Dillon, Kelly         | 57100        | 106         | 60              | 56.6       | 5                   | 4.7         | 41               | 38.7       | 4                   | 0                    | 0.0                          | 22.7%       | 2.03                      | 49.5       | 9                     | 2.3            | 0:18:30                        | 0               | 0.0            | 1       |
| Douglas, Dionna       | 50884        | 276         | 135             | 48.9       | 14                  | 5.1         | 127              | 46.0       | 10                  | 0                    | 0.0                          | 18.3%       | 1.49                      | 42.7       | 16                    | 1.6            | 0:18:47                        | 0               | 0.0            | 6       |
| Evans, Donna          | 55779        | 333         | 113             | 33.9       | 5                   | 1.5         | 215              | 64.6       | 16                  | 3                    | 0.2                          | 25.8%       | 0.92                      | 48.5       | 14                    | 0.9            | 0:15:31                        | 48              | 3.0            | 14      |
| Forbes, Cleomie       | 56239        | 573         | 240             | 41.9       | 19                  | 3.3         | 314              | 54.8       | 17                  | 1                    | 0.1                          | 42.4%       | 1.90                      | 26.3       | 36                    | 2.1            | 0:17:57                        | 7               | 0.4            | 1       |
| Going, Robert         | 50089        | 235         | 98              | 41.7       | 4                   | 1.7         | 133              | 56.6       | 8                   | 2                    | 0.3                          | 37.1%       | 1.59                      | 34.0       | 17                    | 2.1            | 0:17:57                        | 20              | 2.5            | 6       |
| Hash, Christina       | 50081        | 681         | 356             | 52.3       | 18                  | 2.6         | 307              | 45.1       | 20                  | 0                    | 0.0                          | 15.8%       | 2.34                      | 44.5       | 49                    | 2.5            | 0:18:28                        | 1               | 0.1            | 15      |
| Heard, Julia          | 50358        | 594         | 250             | 42.1       | 14                  | 2.4         | 330              | 55.6       | 16                  | 0                    | 0.0                          | 15.9%       | 1.65                      | 42.8       | 49                    | 3.1            | 0:17:17                        | 46              | 2.9            | 13      |
| Herrington, Lloyd     | 51879        | 467         | 189             | 40.5       | 17                  | 3.6         | 261              | 55.9       | 17                  | 2                    | 0.1                          | 16.7%       | 1.51                      | 50.2       | 17                    | 1.0            | 0:14:40                        | 27              | 1.6            | 19      |
| House, Philip         | 59631        | 158         | 47              | 29.7       | 4                   | 2.5         | 107              | 67.7       | 3                   | 1                    | 0.3                          | 17.5%       | 2.13                      | 34.6       | 10                    | 3.3            | 0:17:49                        | 5               | 1.7            | 0       |
| Kinan, Karen          | 59508        | 528         | 230             | 43.6       | 18                  | 3.4         | 280              | 53.0       | 11                  | 1                    | 0.1                          | 31.1%       | 2.25                      | 36.6       | 25                    | 2.3            | 0:20:12                        | 22              | 2.0            | 28      |
| Marini, Mario         | 58142        | 214         | 77              | 36.0       | 9                   | 4.2         | 128              | 59.8       | 8                   | 1                    | 0.1                          | 21.2%       | 1.34                      | 45.0       | 16                    | 2.0            | 0:16:38                        | 0               | 0.0            | 5       |
| Martin, Jill          | 57580        | 411         | 152             | 37.0       | 20                  | 4.9         | 239              | 58.2       | 10                  | 2                    | 0.2                          | 16.6%       | 2.15                      | 54.4       | 7                     | 0.7            | 0:10:01                        | 3               | 0.3            | 5       |
| Ngo, Kiet             | 54504        | 659         | 347             | 52.7       | 44                  | 6.7         | 268              | 40.7       | 17                  | 4                    | 0.2                          | 14.5%       | 2.88                      | 45.2       | 39                    | 2.3            | 0:17:47                        | 0               | 0.0            | 8       |
| Proshek, Crystal      | 56610        | 395         | 176             | 44.6       | 11                  | 2.8         | 208              | 52.7       | 14                  | 1                    | 0.1                          | 17.8%       | 1.67                      | 56.1       | 29                    | 2.1            | 0:19:18                        | 117             | 8.4            | 5       |
| Rentschler, Alexandra | 53980        | 784         | 305             | 38.9       | 7                   | 0.9         | 472              | 60.2       | 16                  | 1                    | 0.1                          | 15.8%       | 2.44                      | 35.1       | 33                    | 2.1            | 0:18:12                        | 13              | 0.8            | 5       |
| Riddell, Sandra       | 54197        | 288         | 141             | 49.0       | 10                  | 3.5         | 137              | 47.6       | 10                  | 0                    | 0.0                          | 15.4%       | 1.89                      | 52.0       | 25                    | 2.5            | 0:17:14                        | 82              | 8.2            | 4       |
| Sosebee, Erin         | 59138        | 433         | 221             | 51.0       | 12                  | 2.8         | 200              | 46.2       | 13                  | 1                    | 0.1                          | 15.9%       | 2.24                      | 44.8       | 27                    | 2.1            | 0:17:29                        | 16              | 1.2            | 5       |
| Tully, Jason          | 56508        | 466         | 252             | 54.1       | 20                  | 4.3         | 194              | 41.6       | 14                  | 0                    | 0.0                          | 17.3%       | 2.43                      | 42.3       | 24                    | 1.7            | 0:15:55                        | 0               | 0.0            | 2       |
| Velazco, Miguel       | 55974        | 425         | 250             | 58.8       | 25                  | 5.9         | 150              | 35.3       | 17                  | 0                    | 0.0                          | 21.2%       | 2.02                      | 50.1       | 46                    | 2.7            | 0:19:23                        | 0               | 0.0            | 27      |
| Wright, Shannon       | 59820        | 398         | 213             | 53.5       | 20                  | 5.0         | 165              | 41.5       | 16                  | 0                    | 0.0                          | 22.8%       | 1.82                      | 47.5       | 37                    | 2.3            | 0:21:17                        | 8               | 0.5            | 6       |
| Yunez, Canaan         | 59368        | 289         | 152             | 52.6       | 4                   | 1.4         | 133              | 46.0       | 13                  | 1                    | 0.1                          | 37.6%       | 1.50                      | 38.4       | 33                    | 0.0            | 0:12:21                        | 0               | 0.0            | 27      |
| <b>10223</b>          |              | <b>4605</b> | <b>45.0</b>     | <b>338</b> | <b>3.3</b>          | <b>5310</b> | <b>51.9</b>      | <b>322</b> | <b>22</b>           | <b>0.1</b>           | <b>21.3%</b>                 | <b>1.84</b> | <b>44.1</b>               | <b>633</b> | <b>2.0</b>            | <b>0:16:59</b> | <b>598</b>                     | <b>1.9</b>      | <b>229</b>     |         |

\*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