

Georgia Poison Center Meeting Agenda

May 31th, 2022 Staff Meeting
1:30pm-4:30pm

1:30 PM – Meeting Introduction – GPL, SLH

**STROKE AVAYA ANNOUCEMENT – ALL STROKE LINES WILL BE RINGING ON THE AVAYA
56653 AVAYA BRIDGE LINE for the remainder of the staff meeting**

- FMLA/ Resignations/ Terminations – none
- Open Positions/New Hires/ Position Changes/ Recognition – CSPI, RC, DD, AR, KN, LH

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

2:45 pm – Education Department – BO, GPL

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

3:00 pm – Information Technology Update – GPL, CNP IT

- New Avaya Phones for TW
- New Team member announcement
- Telstrat Phone Recording Update
- Mitel ECC/ Phone Updates

3:10 pm – Medical Director Updates – RJG

- AAPCC Recertification
- HRSA application
- Failover tests
- TW policy- Return to office

3:15 pm – GPC Operations – GPL, RJG, SLH, PCF

- 2022 CSPI Exam
- Returning to the Office
- TW Policy Review
- SPI staff meetings w/SH
- Covid/ MonkeyPox Updates
- Coding Reminders (Gender, Critical)
- Collecting Full Product Info
- TCA QA Review
- PB Recall/ Baby Formula
- “Liking” Emails
- Bezoar Updates
- Chair Survey
- W2W Schedule Updates
- 2022 SPI CE
- SH Team Goals

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY JUNE 28th, 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 May 2022
P.O. BOX: 26066

DATE: May 31, 2021

Service

Call volume stats for May 2021 - May 2022

	May-21	May-22	% Change
Total Calls (Incoming)	8,259	7,201	-12.81%
Exposure Cases*	6,455	6,207	-3.84%
Human	6,183	5,987	-3.17%
Animal	272	220	-19.12%
Information Request	1,804	994	-44.90%
Public Health Situation	1,315	524	-60.15%
Pill Identification	26	19	-26.92%
Other	27	39	44.44%
Follow-ups	7,683	6,536	-14.93%
Customer Satisfaction			
Calls Abandoned	117	111	
Calls Accepted	8733	8199	
Abandoned Call Rate	1.3%	1.4%	
Customer Service Survey Completed			
Live Agent	126	297	

STROKE UPDATE

5/31/2022

Jason S. Tully, MD, C-SPI

Agenda

Stroke Numbers

Hospitals

Stroke Operators

Continuing Stroke Service

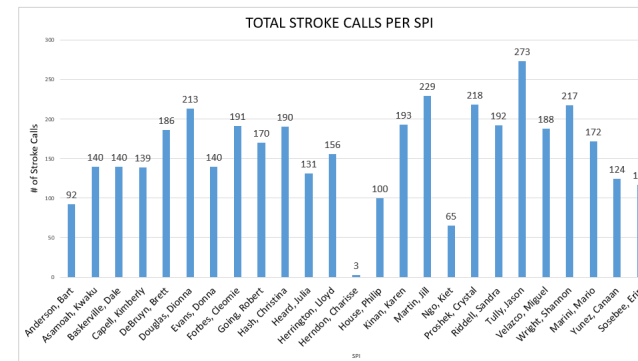
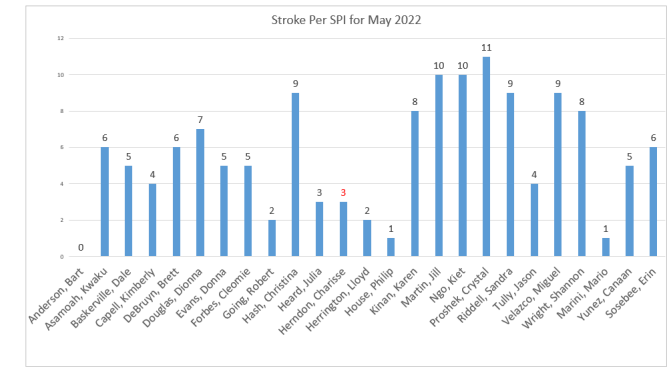
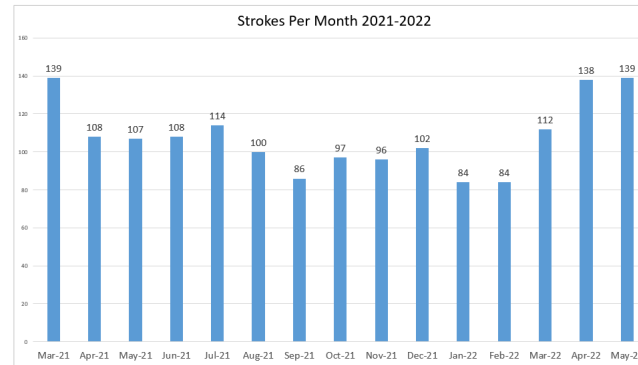
Questions?



Stroke Numbers

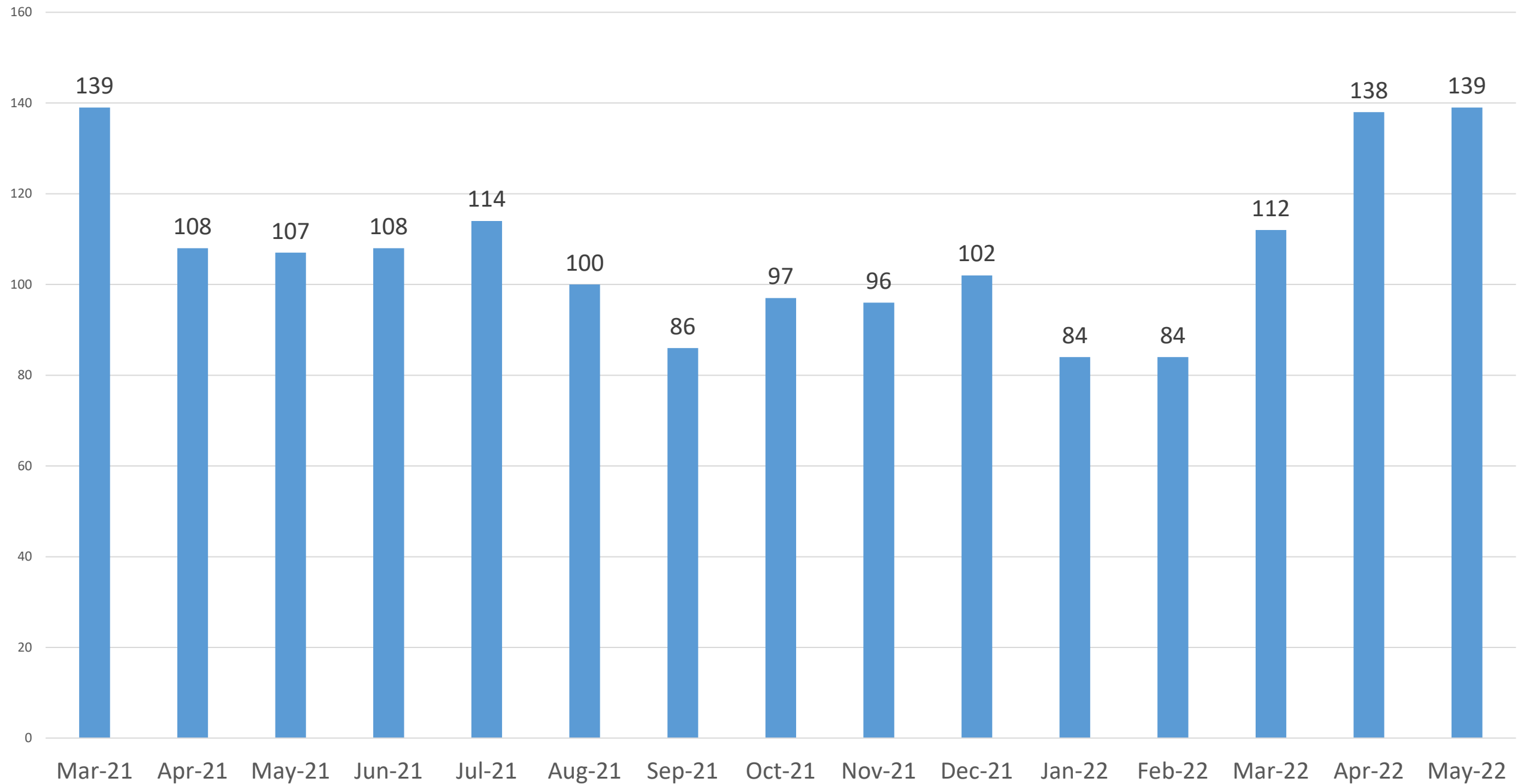
Stroke Numbers

Year	Total Stroke Calls	Calls Per Day
2018	76	0.83
2019	1215	3.33
2020	1020	2.79
2021	1259	3.45
2022	557	3.69
TOTAL	3964	

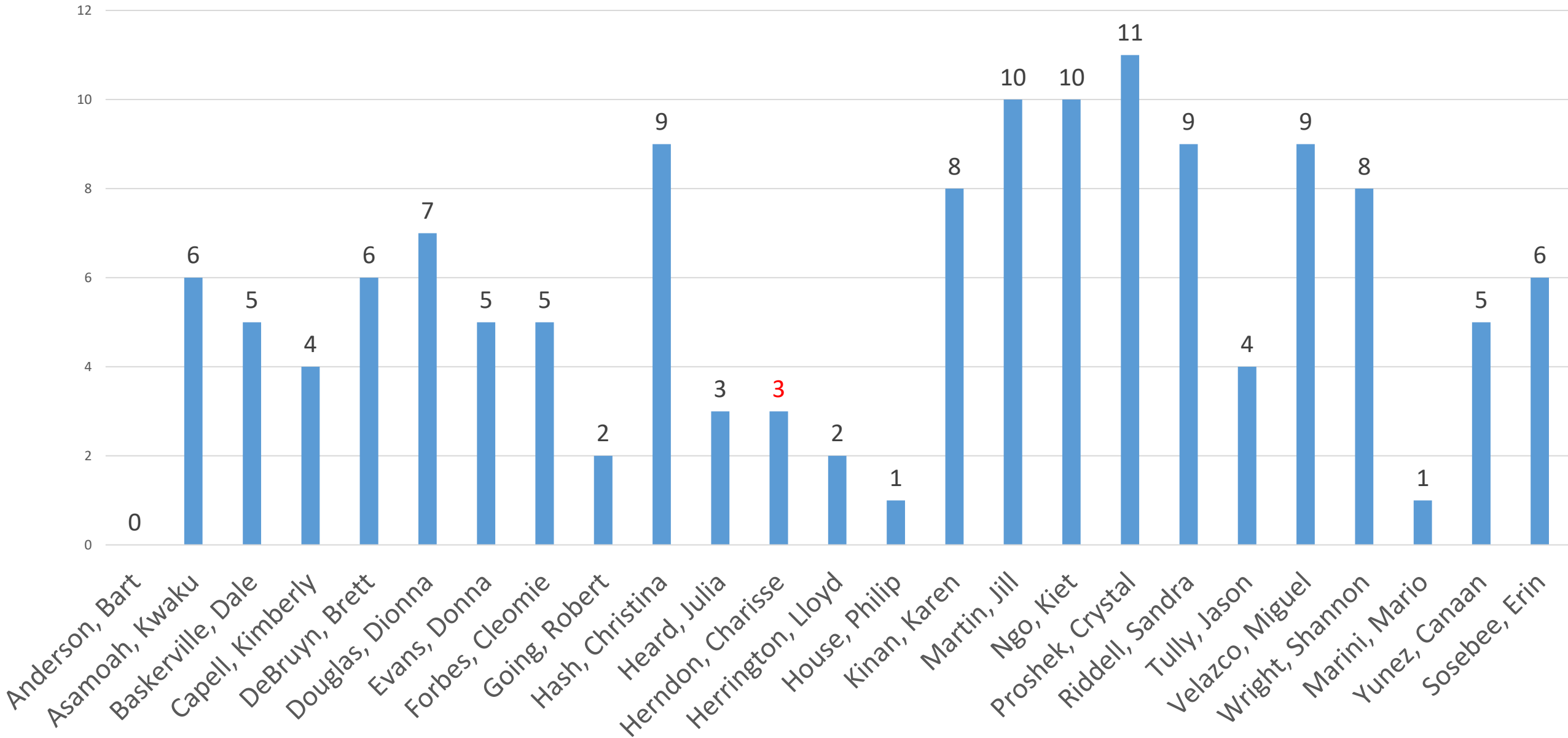


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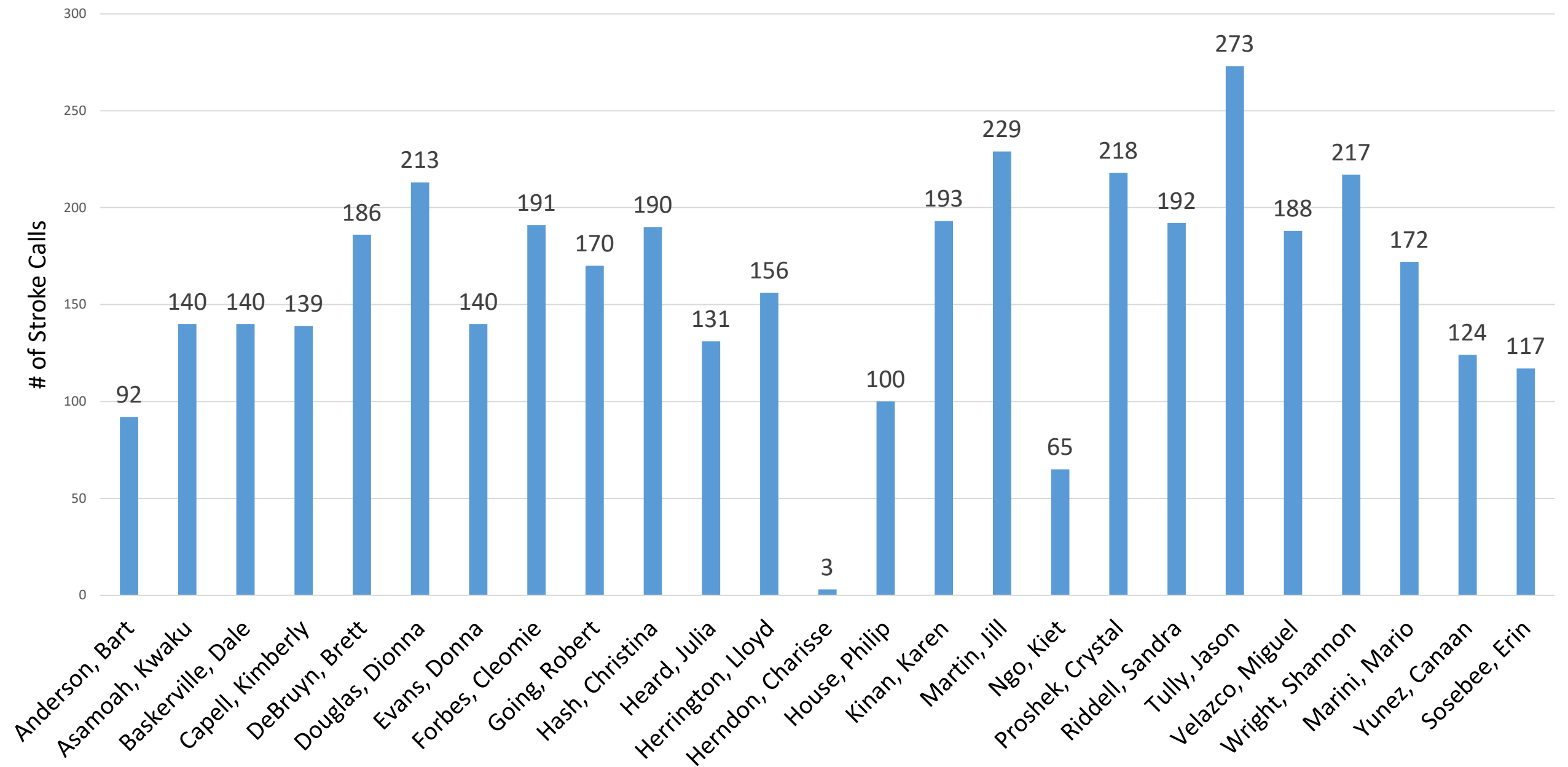
Strokes Per Month 2021-2022



Stroke Per SPI for May 2022



TOTAL STROKE CALLS PER SPI





Hospitals

New Hospitals Joining our Service

Bethesda—Florida, East/West (7/1?)

Hospitals Leaving Our Service

Alabama Hospitals 8/3/2022

- SAMC
- Dale
- Mizell
- Troy



A1:G1 fx Today's MSN Call Schedule

	A	B	C	D	E	F	G	H	I	J				
1	Today's MSN Call Schedule													
2	Date	Day	Time	1st VN	Phone	Time	2nd VN	Phone	APP	PICC #				
3	4/26	Tues	0800-1800	Navalkele	319-400-8990	0800-1800	Antzoulatos	310-406-5974	Adam	86116				
4			1800-Midnight	Spencer	720-775-7108									
5			Midnight-0800	Ali	540-525-1141			#N/A						
6														
7	LYSIS	404-686-5500	LYSIS = 59747				Archbold	archbold.cart.1@vtc.ironbow.com	ED					
8	MSN Call back Number		1-844-678-3627					archbold.inpatient@vtc.ironbow.com	Inpatient					
9							Baldwin	baldwin.er@vtc.ironbow.com						
10	PAOC*		720-927-1720					baldwin.inpatient@vtc.ironbow.com						
11	*Physician Administrator on Call						Houston	hmc.ed@vtc.ironbow.com						
12	ONLY for times when Blue Sky VN cannot be reached							hmc.inpatient@vtc.ironbow.com						
13	In the rare case if Blue Sky VN cannot be reached, leave a voicemail and escalate to 720-927-1720 which is the Physician Administrator on Call (PAOC) number. This phone number will continuously ring the physician leaders and administrative team for Blue Sky telehealth. Please stay on the line until the phone gets picked up. You may hear either ringing or silence on the line as the system tries to connect you. If it connects you to the PAOC voicemail, please leave a message, and call the PAOC again.						Macon	macon.er@vtc.ironbow.com						
14												macon.inpatient@vtc.ironbow.com		
15												Perry	perry.hospital@vtc.ironbow.com	
16														
17														

MSN VN Call
Schedule
Google
Sheet
Mondopad

Archbold	archbold.cart.1@vtc.ironbow.com
	archbold.inpatient@vtc.ironbow.com
Baldwin	baldwin.er@vtc.ironbow.com
	baldwin.inpatient@vtc.ironbow.com
Houston	hmc.ed@vtc.ironbow.com
	hmc.inpatient@vtc.ironbow.com
Macon	macon.er@vtc.ironbow.com
	macon.inpatient@vtc.ironbow.com
Perry	perry.hospital@vtc.ironbow.com

Stroke Operators

Stroke Operators

- Charisse
- Ellis
- Robert
- Jamarius
- Nick

Continuing Stroke Service

Continuing Service

Budget

Contract

Stroke Operators

Sustainability

Questions?



New Incentive Metrics – Beginning February 2020

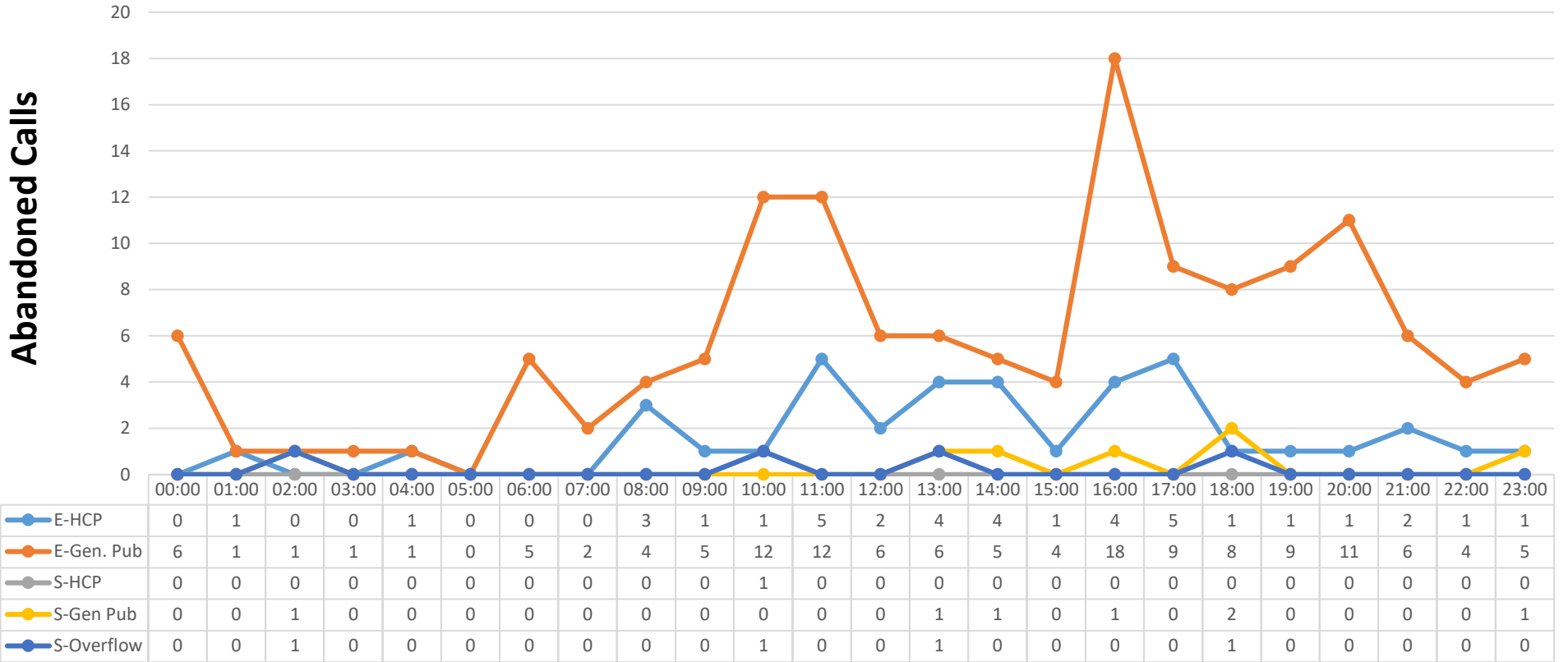
- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
 - **Surveys**
 - Minimum of 5 surveys
 - No zeroes allowed
 - **Breaks**
 - The longest break cannot exceed **20 min**
 - **Max wait to abandon***
 - Not to exceed **10 min** for a single person 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 May 1, 2022 - May 29, 2022



Total Calls Accepted = 8,199




Abandoned Calls = 111

Abandoned Call Rate = 1.4%

May 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	00:06:10 	00:10:57 
E - HCP	00:09:11 	00:17:16 

3	4	5
Breaks May 2022 	Abandoned call rate May 2022	Surveys (minimum of 5 and no zeros) 
5 breaks were longer than 20 minutes	1.4% 	SPIs w/ zero surveys – 4 SPIs w/less than 5 surveys - 6

SPI Workload Report

May 1, 2022 - May 29, 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	76	38	50.0	1	1.3	37	48.7	2	0	0.0	12.6%	2.44	45.0	4	2.0	0:18:17	0	0.0	0
Asamoah, Kwaku	59509	504	257	51.0	24	4.8	223	44.2	20	2	0.1	16.7%	1.76	40.3	41	2.1	0:17:51	10	0.5	15
Bachman, George	59996	249	60	24.1	4	1.6	185	74.3	12	0	0.0	38.6%	0.67	29.1	6	0.0	0:13:12	0	0.0	5
Baskerville, Dale	51242	491	212	43.2	9	1.8	270	55.0	17	2	0.1	24.3%	1.63	41.8	26	1.5	0:20:43	115	6.8	19
Capell, Nicky	59651	516	274	53.1	13	2.5	229	44.4	18	0	0.0	19.0%	1.99	38.7	35	1.9	0:20:00	0	0.0	3
Debruyne, Brett	50190	709	237	33.4	21	3.0	451	63.6	17	0	0.0	29.8%	1.90	40.1	23	1.4	0:15:00	201	11.8	8
Dillon, Kelly	57100	95	61	64.2	5	5.3	29	30.5	4	0	0.0	26.7%	2.06	45.5	6	1.5	0:16:26	0	0.0	2
Douglas, Dionna	50884	401	183	45.6	16	4.0	202	50.4	15	1	0.1	16.0%	1.33	45.7	31	2.1	0:20:03	41	2.7	7
Evans, Donna	55779	387	156	40.3	12	3.1	219	56.6	16	1	0.1	19.4%	1.31	39.4	19	1.2	0:27:42	25	1.6	26
Forbes, Cleomie	56239	692	329	47.5	19	2.7	344	49.7	21	0	0.0	35.4%	2.07	31.8	48	2.3	0:18:12	1	0.0	3
Going, Robert	50089	117	61	52.1	2	1.7	54	46.2	4	0	0.0	38.3%	1.97	34.6	8	2.0	0:15:40	7	1.8	3
Hash, Christina	50081	758	418	55.1	23	3.0	317	41.8	23	0	0.0	14.7%	2.40	47.0	52	2.3	0:16:57	0	0.0	4
Heard, Julia	50358	499	182	36.5	13	2.6	304	60.9	15	0	0.0	19.6%	1.30	38.6	34	2.3	0:17:57	0	0.0	9
Herrington, Lloyd	51879	472	231	48.9	14	3.0	227	48.1	13	1	0.1	12.8%	2.36	41.4	12	0.9	0:06:08	31	2.4	24
House, Philip	59631	135	45	33.3	3	2.2	87	64.4	3	0	0.0	11.7%	2.00	26.6	13	4.3	0:16:37	15	5.0	0
Kinan, Karen	59508	1125	500	44.4	29	2.6	596	53.0	22	1	0.0	19.4%	2.40	44.3	54	2.5	0:16:50	0	0.0	86
Marini, Mario	58142	87	43	49.4	5	5.7	39	44.8	4	0	0.0	18.2%	1.50	49.1	9	2.3	0:19:31	45	11.3	0
Martin, Jill	57580	850	343	40.4	29	3.4	478	56.2	21	1	0.0	17.7%	2.21	39.3	16	0.8	0:07:10	0	0.0	12
Ngo, Kiet	54504	636	356	56.0	52	8.2	228	35.8	19	4	0.2	14.7%	2.68	48.2	43	2.3	0:19:20	85	4.5	6
Proshok, Crystal	56610	577	272	47.1	24	4.2	281	48.7	18	0	0.0	15.2%	2.06	55.0	39	2.2	0:17:27	3	0.2	23
Rentschler, Alexandra	53980	862	331	38.4	16	1.9	515	59.7	19	0	0.0	10.0%	2.28	40.9	41	2.2	0:18:06	86	4.5	6
Riddell, Sandra	54197	591	261	44.2	25	4.2	305	51.6	20	1	0.1	20.8%	1.79	46.2	45	2.3	0:17:18	35	1.8	9
Sosebee, Erin	59138	654	328	50.2	21	3.2	305	46.6	20	3	0.2	13.1%	2.18	46.9	37	1.9	0:15:00	182	9.1	7
Tully, Jason	56508	382	210	55.0	12	3.1	160	41.9	12	0	0.0	15.3%	2.31	38.5	24	2.0	0:17:24	53	4.4	2
Velazco, Miguel	55974	559	324	58.0	23	4.1	212	37.9	20	4	0.2	19.9%	2.17	50.6	50	2.5	0:17:58	22	1.1	6
Wright, Shannon	59820	519	302	58.2	23	4.4	194	37.4	19	0	0.0	18.2%	2.14	45.9	42	2.2	0:21:07	10	0.5	12
Yunez, Canaan	59368	368	187	50.8	7	1.9	174	47.3	18	0	0.0	37.6%	1.35	35.6	39	0.0	0:17:48	0	0.0	0
		13235	6163	46.6	445	3.4	6665	50.4	410	21	0.1	20.3%	1.93	42.2	746	1.8	0:17:13	967	2.4	297

*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