

Georgia Poison Center Meeting Agenda

September 6th, 2022
“August” Staff Meeting
1:00pm-4:00pm

1:00 PM – Brief Meeting Introduction – GPL, SLH

- FMLA/ Resignations/ Terminations – MC
- Open Positions/New Hires/ Position Changes/ Recognition – SPI Open Position

1:10 PM – Active Shooter Training, Mandatory Grady In-service –

3:00 PM – GPC Operations/ IT/ Education/ Stroke Service Update – GPL, RJG, SLH, PCF, JT, BO

- Education Dept Update
- Stroke Update
- Avaya/Mitel Updates
- New IT Ticketing / Teams integration
- NACCT 2022
- Covid/ MonkeyPox Updates
- Grady Annual Mand. Training (AMTs)
- Grady Health Benefit Appointments
- December Staff Meeting Options
- Telstrat Reminder
- TEAMS Chat Room Adjustment
- New QA Partners
- NAC IV Dosing Strategies
- Clayton Office/ Badges
- *Grant*Tele Addiction Med Service
- Exit Door issues
 - Badging for front door (Kantech)

3:45 pm – VP Emergency Services Update- Ashley Gresham, MSN, RN, CCRN

4:00 pm – Meeting Adjourned

******* Next Meeting TUESDAY Sept 27th, 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 August 2022
P.O. BOX: 26066

DATE: September 5, 2022

Service
Call volume stats for August 2021 - August 2022

	August-21	August-22	% Change
Total Calls (Incoming)	10,489	7,858	-25.08%
Exposure Cases*	6,544	6,596	0.79%
Human	6,302	6,314	0.19%
Animal	242	282	16.53%
Information Request	3,945	1,262	-68.01%
Public Health Situation	3,399	778	-77.11%
Pill Identification	27	12	-55.56%
Other	35	53	51.43%
Follow-ups	8,033	6,909	-13.99%
Customer Satisfaction			
Calls Abandoned	109	96	
Calls Accepted	8216	8505	
Abandoned Call Rate	1.3%	1.1%	
Customer Service Survey Completed			
Live Agent	238	170	

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

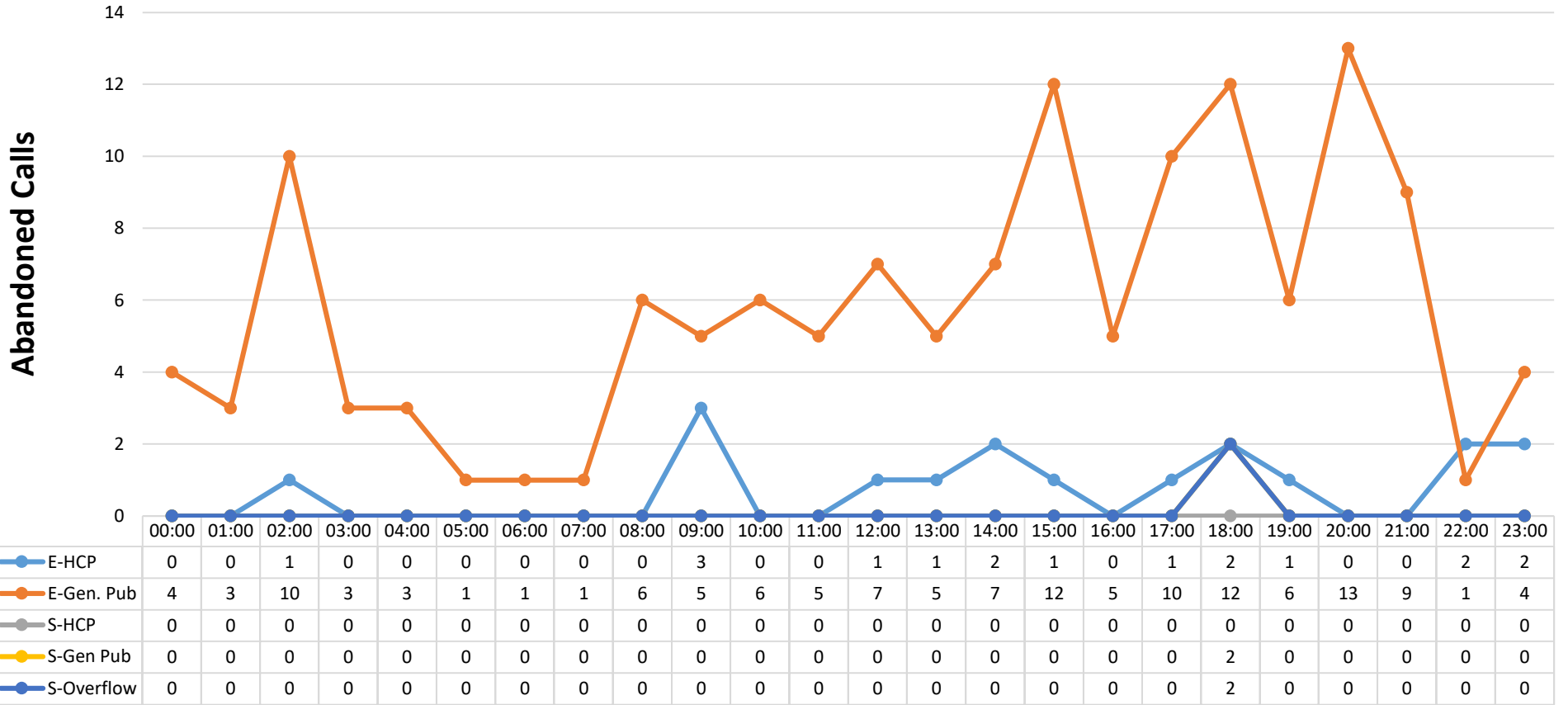
August Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1	2
	Time - Max Wait to Abandon	Time - Queued Max
E - GEN PUB	00:07:51 	00:13:55 
E - HCP	00:05:40 	00:13:01 

3	4	5
Breaks August 2022 	Abandoned call rate August 2022	Surveys (minimum of 5 and no zeros) 
11 breaks were longer than 20 minutes	1.1% 	SPIs w/ zero surveys – 7 SPIs w/less than 5 surveys - 6

Abandoned Calls for August 1, 2022 - August 31, 2022



Total Calls Accepted = 8,505
 Abandoned Calls = 96
 Abandoned Call Rate = 1.1%

SPI Workload Report

August 1, 2022 - August 31, 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	66	34	51.5	0	0.0	32	48.5	2	0	0.0	19.7%	2.13	48.3	4	2.0	0:18:04	0	0.0	0
Asamoah, Kwaku	59509	455	257	56.5	18	4.0	180	39.6	16	1	0.1	15.0%	2.15	44.7	36	2.3	0:17:33	42	2.6	21
Bachman, George	59996	259	49	18.9	6	2.3	204	78.8	12	0	0.0	48.5%	0.57	25.8	3	0.0	0:26:15	0	0.0	0
Baskerville, Dale	51242	376	153	40.7	19	5.1	204	54.3	13	1	0.1	19.3%	1.65	45.1	14	1.1	0:16:51	2	0.2	6
Capell, Nicky	59651	401	232	57.9	6	1.5	163	40.6	15	0	0.0	17.7%	1.98	45.7	29	1.9	0:17:58	0	0.0	2
Debruy, Brett	50190	652	226	34.7	18	2.8	408	62.6	17	0	0.0	20.0%	1.79	48.8	29	1.7	0:06:41	249	14.6	4
Dillon, Kelly	57100	244	144	59.0	10	4.1	90	36.9	8	0	0.0	20.8%	2.41	48.0	18	2.3	0:20:09	0	0.0	1
Douglas, Dionna	50884	472	230	48.7	17	3.6	225	47.7	19	1	0.1	12.4%	1.30	52.6	32	1.7	0:32:58	34	1.8	8
Evans, Donna	55779	353	161	45.6	13	3.7	179	50.7	11	2	0.2	22.3%	1.98	45.8	19	1.7	0:20:16	4	0.4	11
Forbes, Cleomie	56239	705	312	44.3	26	3.7	367	52.1	22	1	0.0	25.6%	1.92	39.8	51	2.3	0:18:52	10	0.5	0
Going, Robert	50089	208	96	46.2	0	0.0	112	53.8	9	0	0.0	19.1%	1.33	36.6	17	1.9	0:17:04	25	2.8	0
Hamed, Sal	52698	594	354	59.6	19	3.2	221	37.2	17	0	0.0	10.9%	2.74	59.7	22	1.3	0:25:22	0	0.0	0
Hash, Christina	50081	857	447	52.2	38	4.4	372	43.4	26	0	0.0	13.6%	2.33	49.9	58	2.2	0:18:14	0	0.0	6
Heard, Julia	50358	453	183	40.4	21	4.6	249	55.0	14	0	0.0	22.7%	1.46	42.4	38	2.7	0:28:49	16	1.1	5
Herrington, Lloyd	51879	571	295	51.7	23	4.0	253	44.3	20	0	0.0	12.0%	1.99	47.6	23	1.2	0:07:44	38	1.9	1
House, Philip	59631	84	27	32.1	3	3.6	54	64.3	2	0	0.0	18.4%	1.88	44.1	17	8.5	0:15:29	0	0.0	0
Kinan, Karen	59508	1081	505	46.7	32	3.0	544	50.3	27	0	0.0	17.6%	1.99	51.9	62	2.3	0:28:15	66	2.4	61
Martin, Jill	57580	542	211	38.9	69	12.7	262	48.3	16	1	0.1	15.2%	2.19	48.5	13	0.8	0:09:50	17	1.1	2
Ngo, Kiet	54504	604	341	56.5	27	4.5	236	39.1	18	2	0.1	16.8%	2.56	47.8	41	2.3	0:21:26	1	0.1	1
Proshek, Crystal	56610	661	323	48.9	18	2.7	320	48.4	22	2	0.1	12.4%	1.94	57.8	60	2.7	0:20:05	24	1.1	0
Rentschler, Alexandra	53980	908	364	40.1	17	1.9	527	58.0	18	1	0.1	9.9%	2.65	49.2	38	2.1	0:17:07	45	2.5	5
Riddell, Sandra	54197	616	304	49.4	10	1.6	302	49.0	21	0	0.0	14.1%	1.87	48.4	59	2.8	0:18:09	100	4.8	6
Sosebee, Erin	59138	729	362	49.7	19	2.6	348	47.7	21	1	0.0	15.0%	2.27	42.0	43	2.0	0:17:19	8	0.4	7
Tully, Jason	56508	493	269	54.6	16	3.2	208	42.2	15	0	0.0	12.7%	2.38	46.1	30	2.0	0:18:05	20	1.3	5
Velazco, Miguel	55974	529	320	60.5	26	4.9	183	34.6	19	0	0.0	14.8%	2.28	58.6	64	3.4	0:20:49	50	2.6	10
Wright, Shannon	59820	577	316	54.8	30	5.2	231	40.0	23	0	0.0	16.7%	1.88	49.6	65	2.8	0:21:15	9	0.4	8
13490	6515	48.3	501	3.7	6474	48.0	423	13	0.0	16.5%	1.97	48.1	885	2.1	0:19:18	760	1.8	170		

*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