

# Georgia Poison Center Meeting Agenda

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November 29<sup>th</sup>, 2022  
November Staff Meeting  
1:30pm-4:30pm

**1:30 PM – Brief Meeting Introduction – GPL, SLH**

- FMLA/ Resignations/ Terminations – KC, PH
- Open Positions/New Hires/ Position Changes/ Recognition – SPI Open Position, New Med Fellows

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

**2:10 PM – Intro to Exotic Snakes Bites and Management – Nicki McElroy, PharmD, Clin Tox Fellow**

**2:40 pm – Medical Director Update – RJG**

**3:00 pm – Operations Manager Update – PF**

**3:00 pm – Education Department – BO, GPL**

- 2022/2023 Holiday Meeting
- 2022 Education Outreach Projects
- EOQ Announcement
- 2022 Webinar Series

**3:10 pm – Information Technology Update – GPL, SH, CNP IT**

- Trouble Ticket Updates
- Bandwidth Issues
- Recent Call Quality Issues
- Avaya Logins

**3:20 PM – GPC Operations/ IT/ Education/ Stroke Service Update –GPL, RJG, SLH, PCF**

- 2023 GPC/NC PC Staff Meeting Schedule
- Grady Employee Engagement Survey
- SPI JD and Salary Adjustments
- DPH GPC Budget
- PTO BuyBack Extension
- Grady Biometrics Appts
- Pub Health Updates
- Grady Annual Mand. Training (AMTs)
- GPC Pt Death Notifications
- Documenting Pt Location/FUs
- Bezoar Updates
- Thanksgiving Gathering 11/17
- W2W Schedule Updates
- Exotic Snake Bite Drill
- Exotic Snake Bite Mandatory CE
- NAC IV Dosing Strategies
- Clayton Office/ Badges
- SPI CE/ SH GOAL Stats
- Mercer Toxicology Course
- Abu Dhabi Poison Center project

**4:30 pm – Meeting Adjourned**

**\*\*\*\*\* Next Meeting TUESDAY Dec 13<sup>th</sup>, 2022 130p-3p \*\*\*\*\***

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

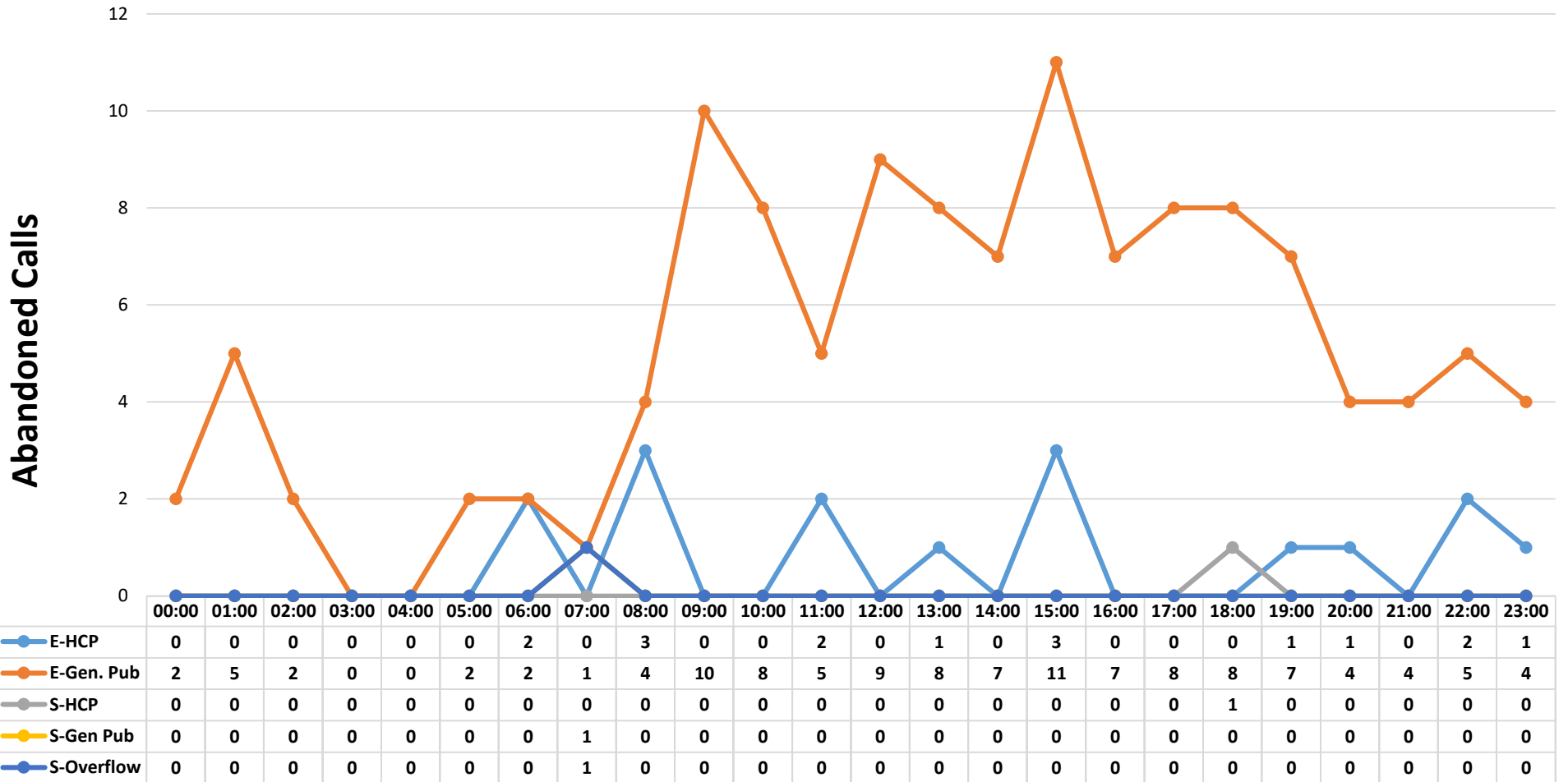
**DATE: November 29, 2022**

**Service**

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

|  | <b>November-21</b> | <b>November-22</b> | <b>% Change</b> |
|--|--------------------|--------------------|-----------------|
| <b>Total Calls (Incoming)</b>                | <b>7,276</b>       | <b>5,816</b>       | -20.07%         |
| <b>Exposure Cases*</b>                       | <b>5,911</b>       | <b>5,235</b>       | -11.44%         |
| Human  | 5,677              | 5,030              | -11.40%         |
| Animal                                       | 234                | 205                | -12.39%         |
| <b>Information Request</b>                   | <b>1,365</b>       | <b>581</b>         | -57.44%         |
| Public Health Situation                      | 918                | 205                | -77.67%         |
| Pill Identification                          | 20                 | 17                 | -15.00%         |
| Other  | 46                 | 36                 | -21.74%         |
| <b>Follow-ups</b>                            | <b>6,996</b>       | <b>5,302</b>       | -24.21%         |
| <br><b>Customer Satisfaction</b>             |                    |                    |                 |
| Calls Abandoned                              | 57                 | 50                 |                 |
| Calls Accepted                               | 7795               | 6569               |                 |
| Abandoned Call Rate                          | 0.7%               | 0.8%               |                 |
| <br><b>Customer Service Survey Completed</b> |                    |                    |                 |
| Live Agent                                   | <b>356</b>         | <b>200</b>         |                 |

## Abandoned Calls for November 1, 2022 - November 27, 2022



Total Calls Accepted = 6,659

Abandoned Calls = 50

Abandoned Call Rate = 0.8%

# SPI Workload Report

November 1, 2022 - November 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) | Chart Generation per hour | # of Break Codes Used | Break Factor | Longest Break Taken (hh:mm:ss) | Surveys |
|-----------------------|--------------|-------------|-----------------|------------|---------------------|--------|------------------|-------|---------------------|----------------------|------------------------------|---------------------------|-----------------------|--------------|--------------------------------|---------|
| Anderson, Bart        | 50904        | 10          | 6               | 60.0       | 0                   | 0.0    | 4                | 40.0  | 1                   | 0                    | 0.0                          | 0.75                      | 1                     | 1.0          | 0:16:13                        | 0       |
| Asamoah, Kwaku        | 59509        | 367         | 193             | 52.6       | 5                   | 1.4    | 169              | 46.0  | 13                  | 0                    | 0.0                          | 1.90                      | 31                    | 2.4          | 0:29:32                        | 11      |
| Bachman, George       | 59996        | 238         | 72              | 30.3       | 7                   | 2.9    | 159              | 66.8  | 11                  | 0                    | 0.0                          | 0.90                      | 10                    | 0.0          | 0:10:06                        | 1       |
| Baskerville, Dale     | 51242        | 293         | 132             | 45.1       | 8                   | 2.7    | 153              | 52.2  | 13                  | 0                    | 0.0                          | 1.35                      | 25                    | 1.9          | 0:20:49                        | 11      |
| Debruy, Brett         | 50190        | 168         | 0               | 0.0        | 0                   | 0.0    | 168              | 100.0 | 2                   | 0                    | 0.0                          | 0.00                      | 0                     | 0.0          | 0:00:00                        | 0       |
| Dillon, Kelly         | 57100        | 115         | 64              | 55.7       | 3                   | 2.6    | 48               | 41.7  | 4                   | 0                    | 0.0                          | 2.09                      | 6                     | 1.5          | 0:17:12                        | 3       |
| Douglas, Dionna       | 50884        | 381         | 160             | 42.0       | 11                  | 2.9    | 210              | 55.1  | 10                  | 0                    | 0.0                          | 1.71                      | 27                    | 2.7          | 0:20:07                        | 2       |
| Evans, Donna          | 55779        | 537         | 258             | 48.0       | 10                  | 1.9    | 269              | 50.1  | 18                  | 1                    | 0.1                          | 1.86                      | 27                    | 1.5          | 0:20:07                        | 31      |
| Forbes, Cleomie       | 56239        | 693         | 299             | 43.1       | 12                  | 1.7    | 382              | 55.1  | 16                  | 3                    | 0.2                          | 2.43                      | 47                    | 2.9          | 0:19:08                        | 3       |
| Going, Robert         | 50089        | 265         | 116             | 43.8       | 4                   | 1.5    | 145              | 54.7  | 8                   | 1                    | 0.1                          | 1.88                      | 18                    | 2.3          | 0:16:10                        | 1       |
| Hamed, Sal            | 52698        | 743         | 403             | 54.2       | 21                  | 2.8    | 319              | 42.9  | 19                  | 1                    | 0.1                          | 2.79                      | 31                    | 1.6          | 0:18:42                        | 42      |
| Hash, Christina       | 50081        | 435         | 242             | 55.6       | 11                  | 2.5    | 182              | 41.8  | 17                  | 0                    | 0.0                          | 1.86                      | 30                    | 1.8          | 0:17:01                        | 2       |
| Heard, Julia          | 50358        | 468         | 185             | 39.5       | 18                  | 3.8    | 265              | 56.6  | 15                  | 0                    | 0.0                          | 1.35                      | 36                    | 2.4          | 0:31:27                        | 24      |
| Herrington, Lloyd     | 51879        | 525         | 263             | 50.1       | 9                   | 1.7    | 253              | 48.2  | 14                  | 0                    | 0.0                          | 2.43                      | 23                    | 1.6          | 0:17:39                        | 7       |
| House, Philip         | 59631        | 83          | 31              | 37.3       | 0                   | 0.0    | 52               | 62.7  | 1                   | 1                    | 1.0                          | 3.88                      | 9                     | 9.0          | 0:15:07                        | 0       |
| Kinan, Karen          | 59508        | 528         | 286             | 54.2       | 12                  | 2.3    | 230              | 43.6  | 21                  | 0                    | 0.0                          | 1.42                      | 33                    | 1.6          | 0:16:24                        | 34      |
| Martin, Jill          | 57580        | 622         | 264             | 42.4       | 28                  | 4.5    | 330              | 53.1  | 12                  | 1                    | 0.1                          | 3.04                      | 12                    | 1.0          | 0:09:49                        | 7       |
| Ngo, Kiet             | 54504        | 578         | 320             | 55.4       | 42                  | 7.3    | 216              | 37.4  | 16                  | 1                    | 0.1                          | 2.83                      | 41                    | 2.6          | 0:17:45                        | 1       |
| Proshek, Crystal      | 56610        | 536         | 298             | 55.6       | 13                  | 2.4    | 225              | 42.0  | 10                  | 0                    | 0.0                          | 3.89                      | 51                    | 5.1          | 0:18:17                        | 0       |
| Rentschler, Alexandra | 53980        | 640         | 254             | 39.7       | 13                  | 2.0    | 373              | 58.3  | 12                  | 1                    | 0.1                          | 2.78                      | 31                    | 2.6          | 0:30:31                        | 2       |
| Riddell, Sandra       | 54197        | 500         | 248             | 49.6       | 18                  | 3.6    | 234              | 46.8  | 16                  | 0                    | 0.0                          | 2.08                      | 53                    | 3.3          | 41:30:43                       | 6       |
| Sosebee, Erin         | 59138        | 472         | 257             | 54.4       | 12                  | 2.5    | 203              | 43.0  | 16                  | 0                    | 0.0                          | 2.10                      | 30                    | 1.9          | 0:16:36                        | 5       |
| Tully, Jason          | 56508        | 336         | 187             | 55.7       | 12                  | 3.6    | 137              | 40.8  | 9                   | 0                    | 0.0                          | 2.76                      | 24                    | 2.7          | 0:16:32                        | 2       |
| Velazco, Miguel       | 55974        | 503         | 284             | 56.5       | 14                  | 2.8    | 205              | 40.8  | 15                  | 0                    | 0.0                          | 2.48                      | 50                    | 3.3          | 0:31:50                        | 0       |
| Wright, Shannon       | 59820        | 341         | 183             | 53.7       | 12                  | 3.5    | 146              | 42.8  | 14                  | 1                    | 0.1                          | 1.74                      | 39                    | 2.8          | 0:18:07                        | 4       |
| Yunez, Canaan         | 59368        | 270         | 156             | 57.8       | 8                   | 3.0    | 106              | 39.3  | 14                  | 0                    | 0.0                          | 1.46                      | 28                    | 0.0          | 0:18:04                        | 1       |
|                       |              | 10647       | 5161            | 48.5       | 303                 | 2.8    | 5183             | 48.7  | 317                 | 11                   | 0.0                          | 2.09                      | 713                   | 2.2          | 0:18:38                        | 200     |

\*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