

Georgia Poison Center Meeting Agenda

December 13th, 2022
December Staff Meeting
1:30pm-3:00pm

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

- FMLA/ Resignations/ Terminations – KC, ES
- Open Positions/New Hires/ Position Changes/ Recognition – SPI Open Position (offer made!)

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

2:00 pm – Education Department – BO, GPL

- 2022/2023 Holiday Meeting
- 2022 Education Outreach Projects
- 2023 Webinar Series
- EOQ 4th Qtr 2022

2:10 pm – Information Technology Update – GPL, SH, CNP IT

- Bandwidth Issues
- Recent Evening Slowness
- Avaya Logins

2:15 PM – GPC Medical Director Update – RJG

2:20 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
- Pub Health Updates
- Grady Annual Mand. Training (AMTs)
- W2W Schedule Updates
- Exotic Snake Bite Drill
- NAC IV Dosing Strategies

3:00 pm – Meeting Adjourned

****** Next Meeting PARTY TIME! February 3rd, 2023 5p-10p ******

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 December 2022
P.O. BOX: 26066

DATE: December 13, 2022

Service

Call volume stats for December 2021 - December 2022

	December-21	December-22	% Change
Total Calls (Incoming)	7,620	2,388	-68.66%
Exposure Cases*	5,812	2,131	-63.33%
Human	5,593	2,054	-63.28%
Animal	219	77	-64.84%
Information Request	1,808	257	-85.79%
Public Health Situation	1,334	84	-93.70%
Pill Identification	19	8	-57.89%
Other	34	21	-38.24%
Follow-ups	6,900	1,936	-71.94%
 Customer Satisfaction			
Calls Abandoned	40	27	
Calls Accepted	7684	2408	
Abandoned Call Rate	0.5%	1.1%	
 Customer Service Survey Completed			
Live Agent	206	100	

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

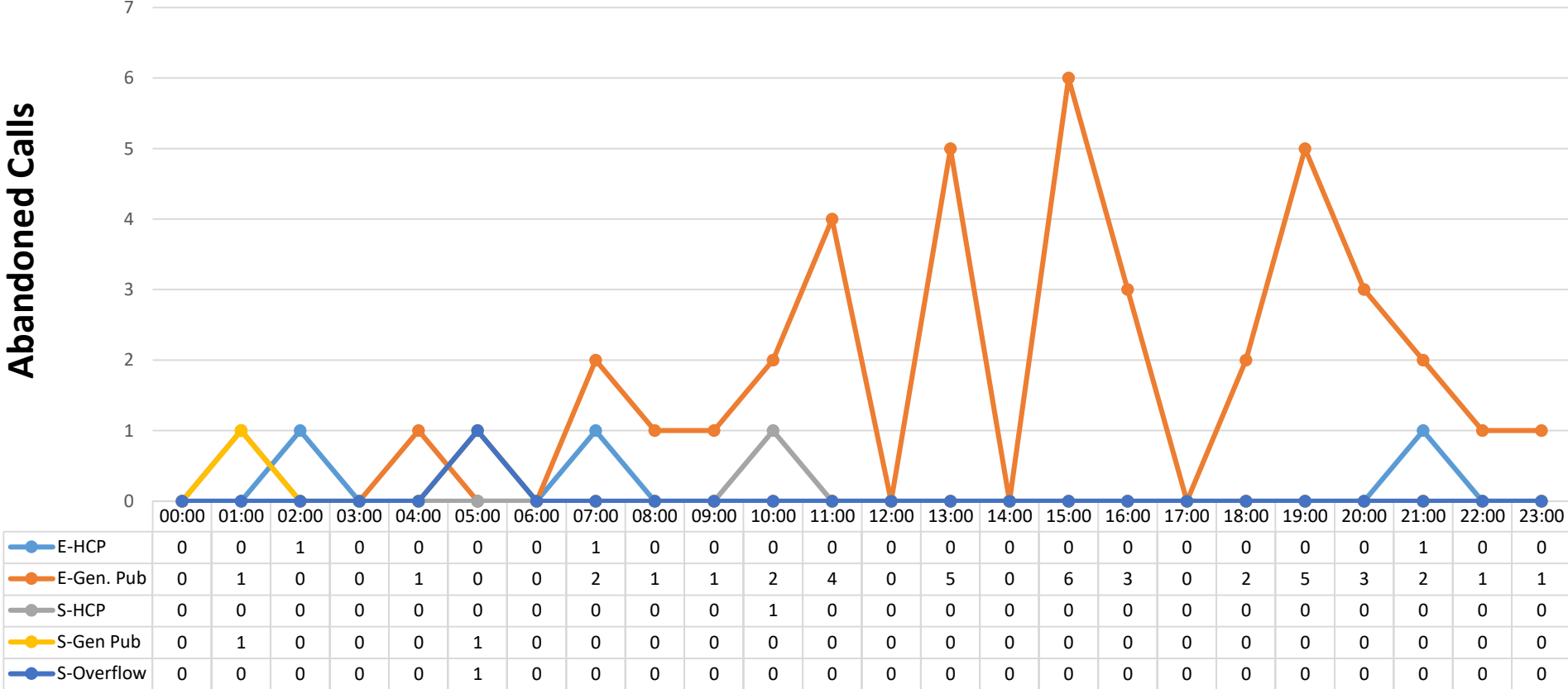
December Incentive Metrics

Must meet 4 out of the 5 metrics

	1		2	
Group Name	Time - Max Wait to Abandon		Time - Queued Max	
E - GEN PUB	00:03:15		00:10:29	
E - HCP	00:05:57		00:09:54	

3	4	5
Breaks November 2022 	Abandoned call rate December 2022	Surveys (minimum of 5 and no zeros) 
1 break was longer than 20 minutes	1.1% 	SPIs w/ zero surveys – 5 SPIs w/less than 5 surveys - 14

Abandoned Calls for December 1, 2022 - December 11, 2022



Total Calls Accepted = 2,408
 Abandoned Calls = 27
 Abandoned Call Rate = 1.1%

SPI Workload Report

December 1, 2022 - December 11, 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
Asamoah, Kwaku	59509	209	103	49.3	7	3.3	99	47.4	7	0	0.0	14.4%	1.96	43.1	14	2.0	0:17:11	7	1.0	8
Bachman, George	59996	119	41	34.5	3	2.5	75	63.0	8	0	0.0	16.6%	0.69	52.8	7	0.0	0:11:35	49	0.0	0
Baskerville, Dale	51242	63	30	47.6	1	1.6	32	50.8	3	0	0.0	9.8%	1.29	55.2	5	0.0	0:16:13	31	10.3	0
Debruy, Brett	50190	271	0	0.0	0	0.0	271	100.0	9	0	0.0	76.3%	0.00	0.1	0	0.0	0:00:00	17	1.9	0
Dillon, Kelly	57100	54	30	55.6	2	3.7	22	40.7	2	0	0.0	16.0%	2.00	54.9	4	2.0	0:16:33	0	0.0	1
Douglas, Dionna	50884	136	65	47.8	5	3.7	66	48.5	5	0	0.0	14.9%	1.40	49.8	10	2.0	0:18:46	0	0.0	2
Evans, Donna	55779	183	82	44.8	6	3.3	95	51.9	7	0	0.0	17.4%	1.57	52.4	13	1.9	0:17:05	4	0.6	5
Forbes, Cleomie	56239	242	106	43.8	10	4.1	126	52.1	8	0	0.0	28.4%	1.81	33.1	16	2.0	0:16:57	0	0.0	2
Going, Robert	50089	71	37	52.1	0	0.0	34	47.9	4	0	0.0	5.7%	1.16	60.4	4	1.0	0:16:02	3	0.8	2
Hamed, Sal	52698	291	169	58.1	14	4.8	108	37.1	8	0	0.0	5.4%	2.86	64.5	12	1.5	0:15:46	0	0.0	27
Hash, Christina	50081	306	176	57.5	7	2.3	123	40.2	11	0	0.0	8.7%	2.08	52.7	17	1.5	0:17:13	0	0.0	2
Heard, Julia	50358	193	84	43.5	7	3.6	102	52.8	9	0	0.0	13.7%	1.01	49.6	14	1.6	0:15:57	8	0.9	4
Herrington, Lloyd	51879	195	100	51.3	9	4.6	86	44.1	7	1	0.1	134.0%	1.95	51.5	4	0.6	0:07:08	16	2.3	1
Kinan, Karen	59508	233	109	46.8	7	3.0	117	50.2	5	0	0.0	14.3%	2.32	58.1	14	2.8	0:16:12	135	27.0	29
Martin, Jill	57580	150	77	51.3	11	7.3	62	41.3	5	1	0.2	13.6%	2.20	52.9	2	0.4	0:07:42	0	0.0	1
Ngo, Kiet	54504	236	137	58.1	15	6.4	84	35.6	8	1	0.1	14.1%	2.38	53.7	15	1.9	0:17:43	0	0.0	5
Proshek, Crystal	56610	227	107	47.1	8	3.5	112	49.3	8	0	0.0	9.8%	1.80	62.5	15	1.9	0:16:56	0	0.0	1
Rentschler, Alexandra	53980	316	115	36.4	6	1.9	195	61.7	6	0	0.0	9.2%	2.52	48.1	9	1.5	0:17:34	0	0.0	2
Riddell, Sandra	54197	171	95	55.6	1	0.6	75	43.9	7	0	0.0	13.5%	1.71	54.5	15	2.1	0:19:06	35	5.0	2
Sosebee, Erin	59138	74	44	59.5	1	1.4	29	39.2	3	0	0.0	11.6%	1.88	44.9	5	1.7	0:15:37	0	0.0	0
Tully, Jason	56508	169	102	60.4	1	0.6	66	39.1	6	0	0.0	6.6%	2.15	49.1	8	1.3	0:15:09	0	0.0	2
Velazco, Miguel	55974	184	107	58.2	9	4.9	68	37.0	8	1	0.1	69.8%	1.81	58.5	12	1.5	46:36:59	0	0.0	0
Wright, Shannon	59820	175	106	60.6	5	2.9	64	36.6	8	3	0.4	13.2%	1.73	54.9	16	2.0	0:17:56	0	0.0	2
Yunez, Canaan	59368	120	69	57.5	6	5.0	45	37.5	6	0	0.0	25.8%	1.56	50.4	13	0.0	0:16:56	0	0.0	2
4388	2091	47.7	141	3.2	2156	49.1	158	7	0.0	23.5%	1.75	50.5	244	1.5	0:15:06	305	1.9	100		

*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