

# Georgia Poison Center Meeting Agenda

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February 28<sup>th</sup>, 2023  
February Staff Meeting  
1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – DB, BA, EL, CF
- Open Positions/New Hires/ Position Changes/ Recognition – 2 new CSPIs, ClinTox Fellow, Randstad Reqs.

**1:40 PM – VP Update-** Ashley Gresham, MSN, RN, CCRN VP Emergency Services

**1:55 PM – Intro to REAL TIME** – Patrick Filkins, PharmD and Emily Kiernan, DO

**2:25 pm – Medical Director Update** – Robert Geller, MD

**2:45 pm – GPC Stroke Service Update** – Jason Tully, MD, CSPI

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

- 2023 Education Outreach Projects
- New CE Module

**3:20 pm – Information Technology Update** – GPL, SH, CNP IT

- Trouble Ticket Updates
- Telestrat Quality/Monitoring
- Brightmetrics issues
- Avaya call completion issues
- Avaya Logins
- OOS Mitel issues
- Contact center syncing problems

**3:30 PM – GPC Operations/ IT/ Education/ Stroke Service Update** –GPL, RJG, SLH, PCF

- 2023 GPC/NC PC Staff Meeting Schedule
- 2023 CSPI Exam
- On-Call Person, Call Back Reminder
- Water Beads Management
- Coding Updates
- Animal Exposures
- Feb/ Mar/ April PharmD Students
- Fabuloso Recall
- ToxSentry Hosp Updates
- W2W Schedule Updates
- NAC IV Dosing Strategies
- Clayton Office/ Badge Update
- SPI CE/ SH GOAL Stats
- ACD messaging update

**4:30 pm – Meeting Adjourned**

**\*\*\*\*\* Next Meeting TUESDAY March 28<sup>th</sup>, 2023 130p-430p \*\*\*\*\***

**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 February 2023  
**P.O. BOX:** 26066

**DATE: February 28, 2023**

**Service**  
**Call volume stats for February 2022 - February 2023**

		<b>February-22</b>	<b>February-23</b>	<b>% Change</b>
<b>Total Calls (Incoming)</b>		<b>6,517</b>	<b>5,896</b>	-9.53%
<b>Exposure Cases*</b>		<b>5,494</b>	<b>5,283</b>	-3.84%
	Human	5,269	5,052	-4.12%
	Animal	225	231	2.67%
<b>Information Request</b>		<b>1,023</b>	<b>613</b>	-40.08%
Public Health Situation		624	222	-64.42%
Pill Identification		19	9	-52.63%
Other		35	39	11.43%
<b>Follow-ups</b>		<b>6,560</b>	<b>5,130</b>	-21.80%
<b>Customer Satisfaction</b>				
Calls Abandoned		45	75	
Calls Accepted		6898	6844	
Abandoned Call Rate		0.7%	1.1%	
<b>Customer Service Survey Completed</b>				
	Live Agent	<b>231</b>	<b>269</b>	

## New Incentive Metrics – Beginning February 2020

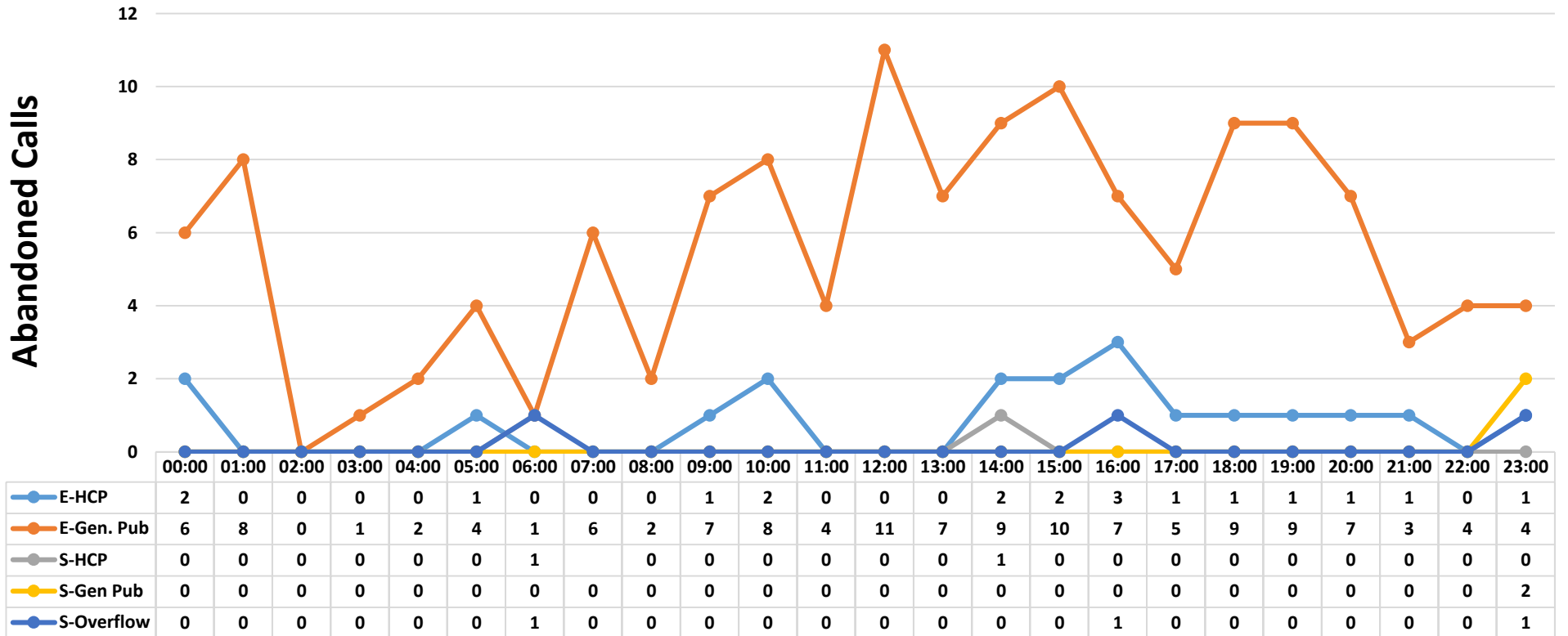
- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
  - **Surveys**
    - Minimum of 5 surveys
    - No zeroes allowed
  - **Breaks**
    - The longest break cannot exceed **20 min**
  - **Max wait to abandon\***
    - Not to exceed **10 min** for 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 February 1, 2023 - February 26, 2023







Total Calls Accepted = 6,844




Abandoned Calls = 75

Abandoned Call Rate = 1.1%

# February 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	00:10:02 	00:10:18 
E - HCP	00:08:54 	00:10:09 

3	4	5
<b>Breaks</b> February 	<b>Abandoned call rate</b> February 2023	<b>Surveys</b> (minimum of 5 and no zeros) 
6 breaks were longer than 20 minutes	<b>1.1%</b> 	SPIs w/ zero surveys – 6 SPIs w/less than 5 surveys - 8

# SPI Workload Report

February 1, 2023 - February 26, 2023

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	47	25	53.2	3	6.4	19	40.4	2	0	0.0	35.9%	1.75	41.1	4	2.0	0:16:50	0	0.0	1
Asamoah, Kwaku	59509	446	255	57.2	12	2.7	179	40.1	19	1	0.1	14.6%	1.76	48.7	39	2.1	0:17:54	40	2.1	16
Bachman, George	59996	284	106	37.3	10	3.5	168	59.2	16	0	0.0	16.0%	0.91	51.8	14	0.0	0:18:13	0	0.0	1
Baskerville, Dale	51242	52	35	67.3	1	1.9	16	30.8	2	0	0.0	54.5%	2.25	24.6	2	0.0	0:19:20	0	0.0	4
Capell, Nicky	59651	327	181	55.4	8	2.4	138	42.2	11	0	0.0	20.4%	2.15	41.6	26	2.4	0:21:44	0	0.0	1
Debruy, Brett	50190	683	0	0.0	0	0.0	683	100.0	22	0	0.0	54.4%	0.00	14.8	0	0.0	0:00:00	14	0.6	0
Dillon, Kelly	57100	151	92	60.9	3	2.0	56	37.1	5	0	0.0	14.8%	2.38	52.0	11	2.2	0:20:30	0	0.0	2
Douglas, Dionna	50884	378	199	52.6	7	1.9	172	45.5	16	1	0.1	13.1%	1.29	46.9	31	1.9	0:20:32	0	0.0	11
Evans, Donna	55779	535	245	45.8	9	1.7	281	52.5	17	3	0.2	24.3%	1.87	43.8	25	1.5	0:17:32	9	0.5	26
Forbes, Cleomie	56239	45	17	37.8	2	4.4	26	57.8	5	0	0.0	34.3%	0.48	24.6	0	0.0	0:00:00	0	0.0	0
Going, Robert	50089	29	15	51.7	0	0.0	14	48.3	2	0	0.0	7.9%	0.94	63.8	2	1.0	0:15:53	0	0.0	0
Hamed, Sal	52698	767	460	60.0	16	2.1	291	37.9	20	0	0.0	9.4%	2.98	56.4	42	2.1	0:17:54	0	0.0	68
Hash, Christina	50081	779	445	57.1	35	4.5	299	38.4	23	0	0.0	12.7%	2.61	50.9	60	2.6	0:23:21	0	0.0	7
Heard, Julia	50358	494	201	40.7	13	2.6	280	56.7	15	0	0.0	18.6%	1.43	45.1	37	2.5	0:17:29	43	2.9	12
Herrington, Lloyd	51879	291	153	52.6	10	3.4	128	44.0	11	2	0.2	12.7%	1.85	48.8	15	1.4	0:18:01	0	0.0	3
Kinan, Karen	59508	936	425	45.4	38	4.1	473	50.5	26	0	0.0	20.7%	1.78	49.3	55	2.1	0:17:38	10	0.4	84
Martin, Jill	57580	723	319	44.1	21	2.9	383	53.0	21	6	0.3	13.2%	2.02	51.2	14	0.7	0:19:30	25	1.2	5
Ngo, Kiet	54504	591	390	66.0	16	2.7	185	31.3	19	1	0.1	14.8%	2.67	49.8	41	2.2	0:17:19	0	0.0	5
Proshek, Crystal	56610	670	350	52.2	14	2.1	306	45.7	21	0	0.0	14.2%	2.17	53.2	46	2.2	0:17:06	0	0.0	0
Rentschler, Alexandra	53980	585	261	44.6	9	1.5	315	53.8	12	0	0.0	10.2%	2.81	49.3	29	2.4	0:17:33	0	0.0	2
Riddell, Sandra	54197	562	304	54.1	15	2.7	243	43.2	21	1	0.0	16.5%	1.90	52.2	49	2.3	0:18:46	91	4.3	6
Sosebee, Erin	59138	31	20	64.5	0	0.0	11	35.5	2	1	0.5	27.4%	1.25	41.2	2	1.0	0:15:24	0	0.0	0
Tully, Jason	56508	444	249	56.1	21	4.7	174	39.2	15	0	0.0	11.4%	2.25	48.2	27	1.8	0:33:55	0	0.0	5
Velazco, Miguel	55974	359	201	56.0	16	4.5	142	39.6	14	0	0.0	20.4%	1.94	55.5	35	2.5	0:20:06	0	0.0	7
Wright, Shannon	59820	352	209	59.4	10	2.8	133	37.8	15	0	0.0	13.8%	1.83	52.1	35	2.3	0:17:41	1	0.1	4
Yunez, Canaan	59368	143	92	64.3	3	2.1	48	33.6	9	1	0.1	23.0%	1.32	48.6	18	0.0	0:17:13	0	0.0	0
<b>10657</b>	<b>5224</b>	<b>49.0</b>	<b>289</b>	<b>2.7</b>	<b>5144</b>	<b>48.3</b>	<b>359</b>	<b>17</b>	<b>0.0</b>	<b>19.7%</b>	<b>1.81</b>	<b>46.3</b>	<b>655</b>	<b>1.8</b>	<b>0:17:37</b>	<b>233</b>	<b>0.6</b>	<b>269</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