

Georgia Poison Center Meeting Agenda

March 28th, 2023
March Staff Meeting
1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – none
- Open Positions/New Hires/ Position Changes/ Recognition – RB, PK, TT, ED, AY

1:45 PM – REAL TIME Update – Patrick Filkins, PharmD

2:15 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
- EOQ 4th Qtr 2022

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

- OOS instances
- Recent Telestrat Quality Issues
- Late night outages
- Virus software pushes

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

- 2023 NACCT
- 2023 CSPI Exam
- On-Call Person, Call Back Reminder
- Water Beads Management
- Coding Updates
- Call Procedure Review
- New Guidelines
- April PharmD Student (singular)
- Artificial Tears Recall
- W2W Schedule Updates
- SPI CE/ SH GOAL Stats
- Animal exposures- TBD
- Budget 23/24
- State Capitol testimony
 - Kratom
 - Hemp Bill
- New TW policy being developed
- Clayton Office/ Badge Update
 - New MOU being finalized

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY April 25th, 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 March 2023
P.O. BOX: 26066

DATE: March 28, 2023





Service




Call volume stats for March 2022 - March 2023

	March-22	March-23	% Change
Total Calls (Incoming)	6,443	6,025	-6.49%
Exposure Cases*	5,583	5,383	-3.58%
Human	5,410	5,177	-4.31%
Animal	173	206	19.08%
Information Request	860	642	-25.35%
Public Health Situation	452	234	-48.23%
Pill Identification	20	18	-10.00%
Other	19	53	178.95%
Follow-ups	6,340	5,078	-19.91%
Customer Satisfaction			
Calls Abandoned	62	73	
Calls Accepted	7067	6912	
Abandoned Call Rate	0.9%	1.1%	
Customer Service Survey Completed			
Live Agent	294	178	

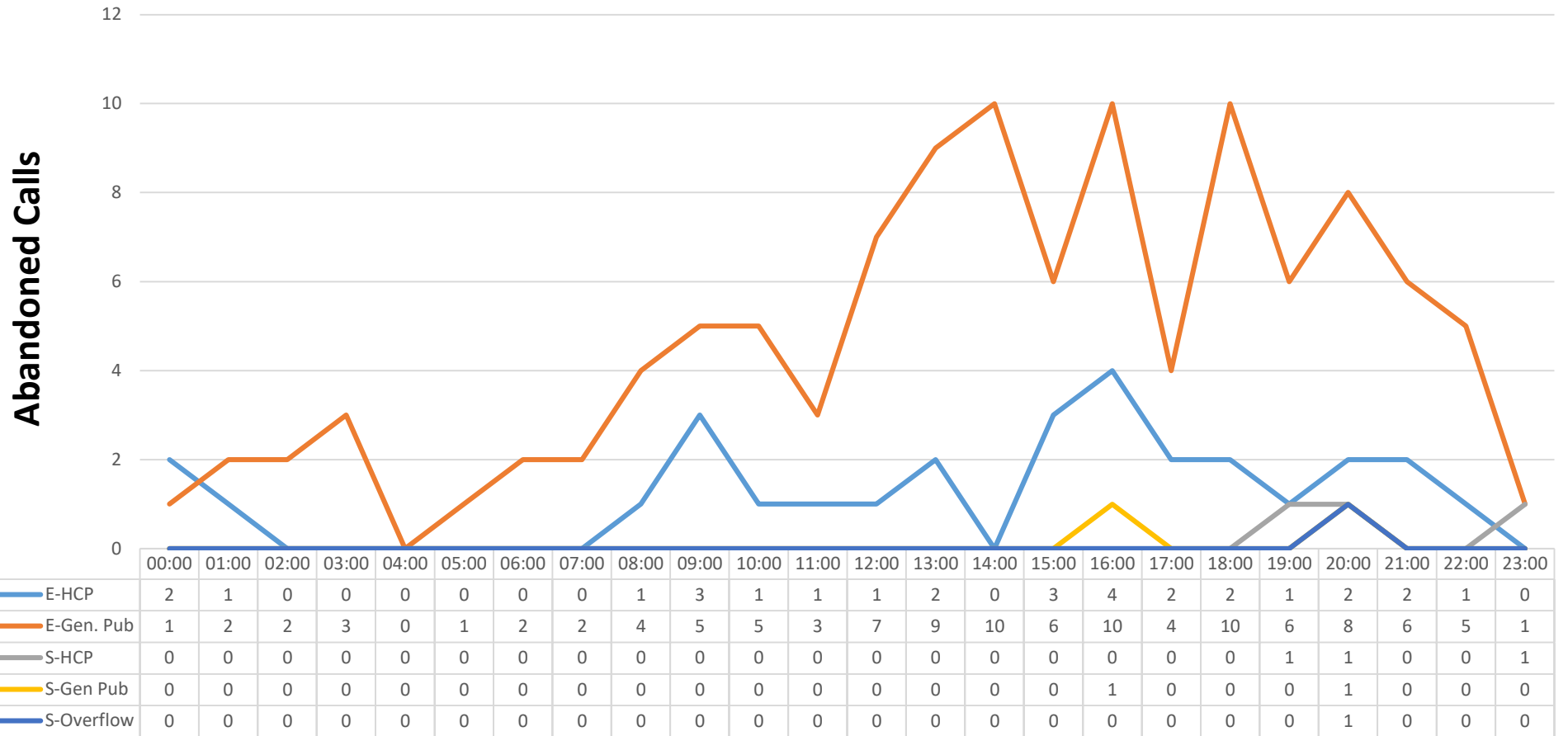
March Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1	2
	Time - Max Wait to Abandon	Time - Queued Max
E - GEN PUB	00:04:37 	00:10:18 
E - HCP	00:05:43 	00:07:16 

3	4	5
Breaks February 	Abandoned call rate March 2023	Surveys (minimum of 5 and no zeros) 
3 breaks were longer than 20 minutes	1.1% 	SPIs w/ zero surveys – 6 SPIs w/less than 5 surveys - 10

Abandoned Calls for March 1, 2023 - March 26, 2023



Total Calls Accepted = 6,912

Abandoned Calls = 73

Abandoned Call Rate = 1.1%

SPI Workload Report

March 1, 2023 - March 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	34	20	58.8	1	2.9	13	38.2	2	1	0.5	27.0%	1.31	52.5	4	2.0	0:16:39	0	0.0	0
Asamoah, Kwaku	59509	565	291	51.5	30	5.3	244	43.2	20	2	0.1	16.9%	2.01	44.7	48	2.4	1:29:24	19	1.0	39
Bachman, George	59996	250	98	39.2	8	3.2	144	57.6	17	1	0.1	17.5%	0.78	50.6	14	0.0	0:12:12	66	0.0	0
Capell, Nicky	59651	444	263	59.2	17	3.8	164	36.9	18	0	0.0	15.3%	1.94	48.6	42	2.3	0:18:16	0	0.0	2
Debruy, Brett	50190	625	0	0.0	0	0.0	625	100.0	22	0	0.0	43.9%	0.00	14.6	0	0.0	0:00:00	14	0.6	0
Dillon, Kelly	57100	143	81	56.6	4	2.8	58	40.6	5	1	0.0	27.9%	2.13	42.4	13	2.6	0:17:51	0	0.0	0
Douglas, Dionna	50884	384	208	54.2	14	3.6	162	42.2	16	1	0.1	14.9%	1.39	46.3	31	1.9	0:19:52	22	1.4	9
Evans, Donna	55779	329	150	45.6	10	3.0	169	51.4	11	2	0.2	26.4%	1.82	45.1	20	1.8	0:21:35	25	2.3	11
Forbes, Cleomie	56239	225	93	41.3	5	2.2	127	56.4	8	1	0.1	23.5%	1.53	35.2	13	1.6	0:18:02	0	0.0	1
Going, Robert	50089	246	127	51.6	1	0.4	118	48.0	9	0	0.0	15.3%	1.78	49.4	13	1.4	0:17:17	20	2.2	4
Hamed, Sal	52698	960	496	51.7	20	2.1	444	46.3	28	1	0.0	14.3%	2.30	52.9	39	1.4	0:18:07	4	0.1	43
Hash, Christina	50081	774	421	54.4	31	4.0	322	41.6	21	1	0.0	14.4%	2.69	48.2	58	2.8	0:16:56	0	0.0	5
Heard, Julia	50358	482	189	39.2	19	3.9	274	56.8	15	2	0.1	17.7%	1.39	43.2	31	2.1	0:17:31	25	1.7	8
Herrington, Lloyd	51879	365	184	50.4	14	3.8	167	45.8	13	1	0.1	10.0%	1.90	56.4	17	1.3	0:08:37	34	2.6	4
Kinan, Karen	59508	374	181	48.4	8	2.1	185	49.5	9	0	0.0	13.4%	2.10	51.2	17	1.9	0:16:35	0	0.0	30
Martin, Jill	57580	574	254	44.3	27	4.7	293	51.0	18	1	0.1	11.2%	1.95	55.7	14	0.8	0:11:44	63	3.5	6
Ngo, Kiet	54504	598	395	66.1	24	4.0	179	29.9	18	2	0.1	46.8%	2.91	52.4	39	2.2	0:18:12	14	0.8	3
Proshek, Crystal	56610	685	341	49.8	22	3.2	322	47.0	23	0	0.0	15.4%	1.97	55.5	47	2.0	0:18:08	56	2.4	1
Rentschler, Alexandra	53980	724	329	45.4	19	2.6	376	51.9	14	0	0.0	10.3%	3.11	46.2	30	2.1	0:17:30	40	2.9	2
Riddell, Sandra	54197	429	243	56.6	15	3.5	171	39.9	19	1	0.1	13.7%	1.70	56.9	47	2.5	0:23:14	97	5.1	2
Sosebee, Erin	59138	15	6	40.0	0	0.0	9	60.0	1	0	0.0	27.3%	0.75	48.4	1	1.0	0:15:06	0	0.0	0
Tully, Jason	56508	322	203	63.0	15	4.7	104	32.3	12	0	0.0	9.8%	2.27	50.3	20	1.7	0:15:00	5	0.4	1
Velazco, Miguel	55974	450	268	59.6	23	5.1	159	35.3	16	0	0.0	16.5%	2.27	55.4	37	2.3	0:17:19	0	0.0	1
Wright, Shannon	59820	417	275	65.9	8	1.9	134	32.1	18	1	0.1	10.8%	1.97	49.4	41	2.3	0:18:35	61	3.4	6
Yunez, Canaan	59368	171	108	63.2	9	5.3	54	31.6	11	2	0.2	24.1%	1.33	52.9	23	0.0	0:18:15	0	0.0	0
		10551	5204	49.3	343	3.3	5004	47.4	362	20	0.1	19.1%	1.85	48.0	655	1.8	0:19:23	565	1.6	178

*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

46377 – Georgia Poison Center AA 5-28-14

Main Menu:

Thank you for calling the Georgia Poison Center. All calls are being recorded for quality assurance purposes.

For Spanish, please press 2. **(Recorded in Spanish)**

- For help about a poison exposure to yourself or someone you know, PRESS 2. **(Recorded in Spanish)**
- For information about a pet poisoning press 3. **(Recorded in Spanish)**
 - Due to funding shortages, we no longer provide this service. If you need assistance with a pet poison, please contact your veterinarian. For 24-hour service you can contact the Animal Poison Control at 888-426-4435, a consultation fee may apply. Once again, that number is 888-426-4435. **(Recorded in Spanish)**

Please listen carefully as our menu options as have recently changed.

- For healthcare providers requiring assistance, PRESS 1
- If you are calling from the general public about a human exposure, PRESS 2
- For information about a pet poisoning press 3
 - Due to funding shortages, we no longer provide this service. If you need assistance with a pet poison, please contact your veterinarian. For 24-hour service you can contact the Animal Poison Control at 888-426-4435, a consultation fee may apply. Once again, that number is 888-426-4435.