

Georgia Poison Center Meeting Agenda

April 25th, 2023
April Staff Meeting
1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – DB, PK, ED
- Open Positions/New Hires/ Position Changes/ Recognition – AR, KN, MV, CF, BO

1:40 pm – Medical Director Update – Robert Geller, MD

2:00 PM – GPC Operations/ IT/ Education/ Stroke Service Update –GPL, RJG, SLH, PCF

- 2023 NACCT
- 2023 CSPI Exam
- 2022 Employee Evaluations
- PH Updates
- Water Beads Management
- Coding Reminders
- New HR Guidelines
- Alternative NAC Dosing TS Reminders
- New Clinical Guideline
- PH Events of Significance
- W2W Schedule Updates
- NC PCC May Meeting
- REAL TTIME Update
- SPI CE/ SH GOAL Stats

3:00 pm – Education Department – BO, GPL

- 2023 Education Outreach Projects
- New CE Module

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

- IT Ticket Reminders
- Recent Telestrat Quality Issues
- Security Risk Assessment
- Password Audits
- Virus updates
- OOS Instances

3:40 pm – GPC Stroke Service Update – Jason Tully, MD, CSPI

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY May 30th, 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 April 2023
P.O. BOX: 26066

DATE: April 25, 2023

Service

Call volume stats for April 2022 - April 2023

	April-22	April-23	% Change
Total Calls (Incoming)	5,516	5,075	-7.99%
Exposure Cases*	4,854	4,514	-7.00%
Human	4,658	4,496	-3.48%
Animal	196	18	-90.82%
Information Request	662	561	-15.26%
Public Health Situation	301	213	-29.24%
Pill Identification	16	15	-6.25%
Other	19	35	84.21%
Follow-ups	5,405	4,727	-12.54%
 Customer Satisfaction			
Calls Abandoned	114	72	
Calls Accepted	6481	5966	
Abandoned Call Rate	1.8%	1.2%	
 Customer Service Survey Completed			
Live Agent	229	130	

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**

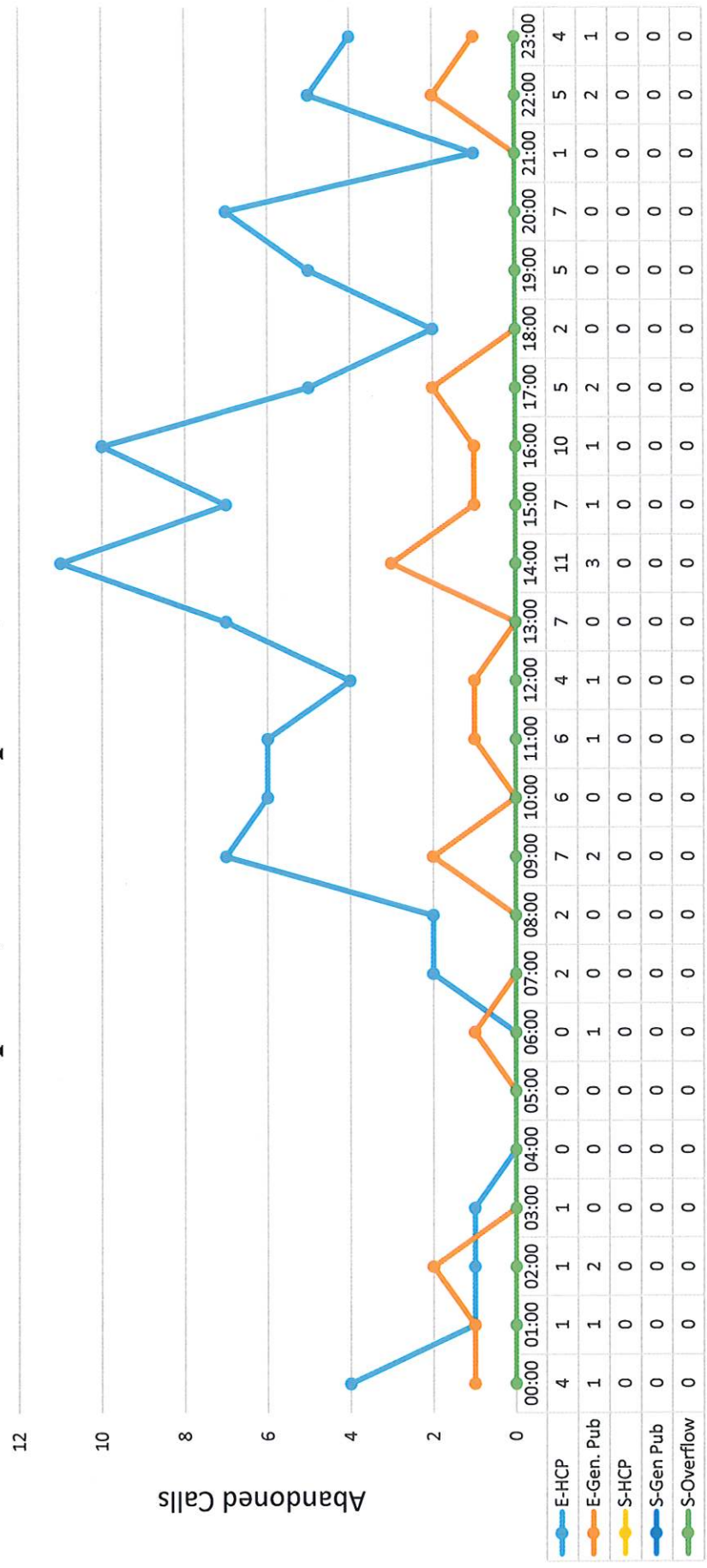
April Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1 Time - Max Wait to Abandon		2 Time - Queued Max	
	E - GEN PUB	00:17:41		00:17:41
E - HCP	00:04:53		00:13:53	

3 Breaks April 	4 Abandoned call rate April 2023 	5 Surveys (minimum of 5 and no zeros) 
4 breaks were longer than 20 minutes	1.2%	SPIs w/ zero surveys – 7 SPIs w/less than 5 surveys - 12

Abandoned Calls for April 1, 2023 - April 23, 2023



Total Calls Accepted = 5,966
Abandoned Calls = 72
Abandoned Call Rate = 1.2%

SPI Workload Report

April 1, 2023 - April 23, 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	28	17	60.7	1	3.6	10	35.7	1	0	0.0	27.6%	2.25	38.3	3	3.0	0:17:43	0	0.0	0
Asamoah, Kwaku	59509	318	175	55.0	14	4.4	129	40.6	12	0	0.0	13.1%	1.97	46.6	23	1.9	0:17:46	7	0.6	8
Bachman, George	59996	217	73	33.6	6	2.8	138	63.6	7	1	0.1	17.3%	1.41	48.4	9	0.0	0:14:32	0	0.0	0
Capell, Nicky	59651	406	229	56.4	9	2.2	168	41.4	16	0	0.0	17.2%	1.86	47.6	33	2.1	0:22:45	13	0.8	1
Debruyne, Brett	50190	555	1	0.2	0	0.0	554	99.8	10	0	0.0	58.6%	0.01	15.3	0	0.0	0:00:00	29	2.9	0
Dillon, Kelly	57100	79	49	62.0	0	0.0	30	38.0	4	0	0.0	29.9%	1.53	44.0	6	1.5	0:16:19	0	0.0	0
Douglas, Dionna	50884	191	88	46.1	4	2.1	99	51.8	10	0	0.0	12.9%	0.94	54.7	13	1.3	0:18:47	0	0.0	2
Evans, Donna	55779	349	157	45.0	12	3.4	180	51.6	13	1	0.1	55.1%	1.67	49.4	18	1.4	0:20:28	82	6.5	18
Forbes, Cleomie	56239	254	107	42.1	2	0.8	145	57.1	8	2	0.2	23.0%	1.65	31.1	18	2.2	0:25:07	0	0.0	0
Going, Robert	50089	230	96	41.7	1	0.4	133	57.8	8	0	0.0	14.3%	1.45	54.0	16	1.9	0:17:35	10	1.2	1
Hamed, Sal	52698	714	397	55.6	24	3.4	293	41.0	21	0	0.0	8.7%	2.55	54.9	33	1.6	0:16:16	0	0.0	16
Hash, Christina	50081	703	378	53.8	27	3.8	298	42.4	24	1	0.0	14.0%	2.09	44.9	57	2.4	0:18:59	0	0.0	1
Heard, Julia	50358	456	176	38.6	14	3.1	266	58.3	16	0	0.0	16.2%	1.17	51.9	31	1.9	0:18:10	9	0.6	9
Herrington, Lloyd	51879	351	174	49.6	12	3.4	165	47.0	12	0	0.0	12.2%	1.94	51.6	19	1.6	0:08:05	0	0.0	3
Kinann, Karen	59508	1027	418	40.7	31	3.0	578	56.3	25	0	0.0	16.6%	1.83	47.3	44	1.8	0:15:40	28	1.1	51
Martin, Jill	57580	287	107	37.3	4	1.4	176	61.3	9	2	0.2	17.8%	1.54	50.8	4	0.4	0:06:59	15	1.7	1
Ngo, Kiet	54504	404	242	59.9	7	1.7	155	38.4	14	2	0.1	13.9%	2.22	54.8	28	2.0	0:25:08	4	0.3	7
Proshak, Crystal	56610	494	262	53.0	14	2.8	218	44.1	17	0	0.0	14.9%	2.06	58.1	38	2.3	0:17:18	2	0.1	2
Rentschler, Alexandra	53980	581	276	47.5	19	3.3	286	49.2	16	1	0.1	10.9%	2.27	45.3	28	1.7	0:17:04	48	3.0	2
Riddell, Sandra	54197	381	187	49.1	12	3.1	182	47.8	14	0	0.0	16.2%	1.78	54.9	40	2.9	0:17:11	70	5.0	1
Sosebee, Erin	59138	0	0	0.0	0	0.0	0	0.0	0	0	0.0	0.0%	0.00	0.0	0	0.0	0:00:00	0	0.0	0
Tully, Jason	56508	384	211	54.9	14	3.6	159	41.4	14	0	0.0	10.2%	2.06	53.1	24	1.8	0:16:03	0	0.0	2
Velazco, Miguel	55974	360	223	61.9	14	3.9	123	34.2	18	0	0.0	21.3%	1.69	51.5	39	2.2	0:17:23	0	0.0	1
Wright, Shannon	59820	362	206	56.9	14	3.9	142	39.2	17	1	0.1	15.9%	1.64	52.8	40	2.4	0:18:25	9	0.5	4
Yunez, Canaan	59368	0	0	0.0	0	0.0	0	0.0	0	0	0.0	0.0%	0.00	0.0	0	0.0	0:00:00	0	0.0	0
		9103	4232	46.5	254	2.8	4617	50.7	304	11	0.0	17.9%	1.62	44.0	561	1.8	0:15:15	326	1.1	130

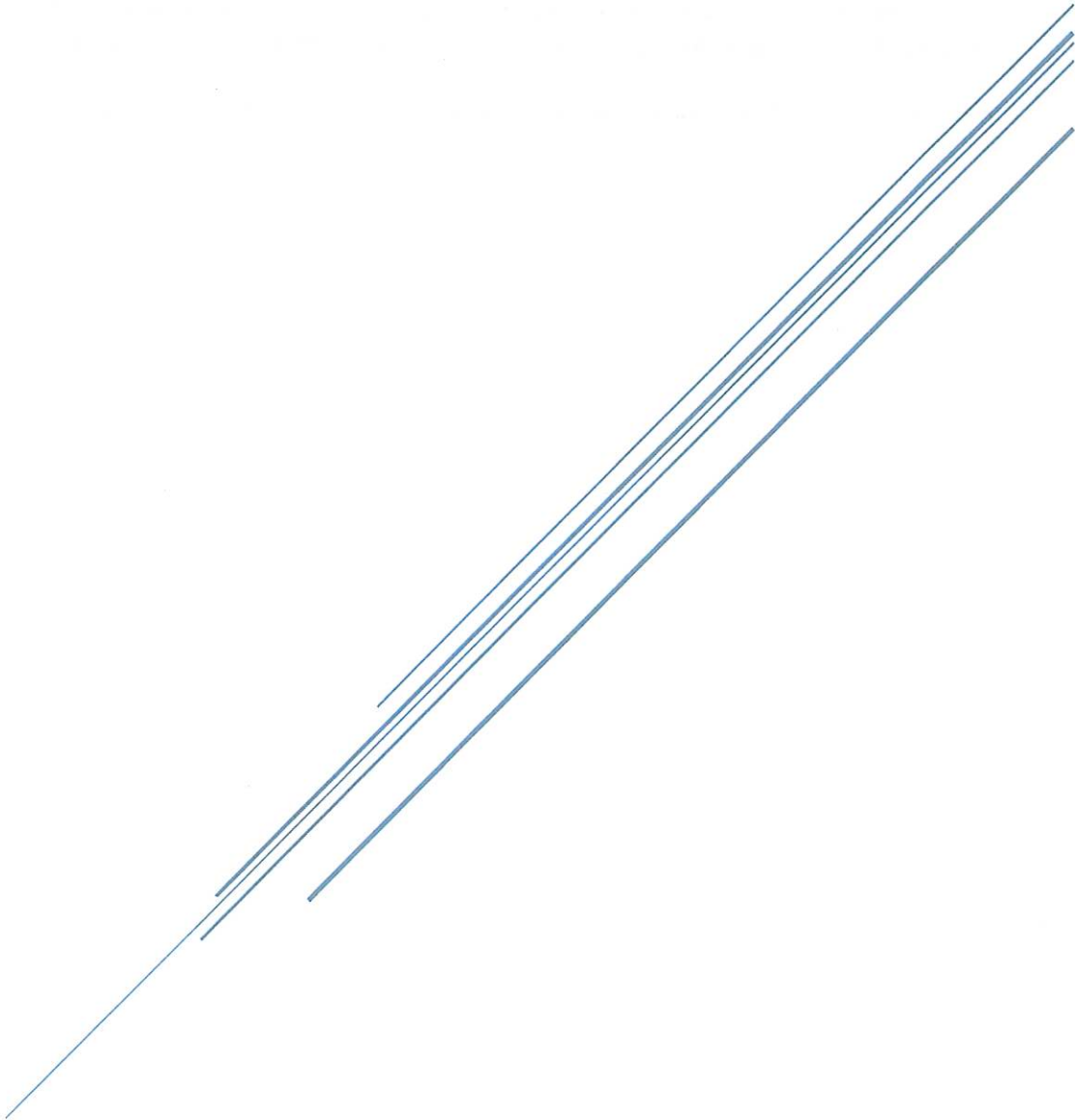
*RPH - The number of incoming calls received when logged into the Shortel Contact Center System.

*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

HUMAN RESOURCE GUIDELINES



The 5 W's

- What: Grady HR has updated and replaced the HR Policies with HR Guidelines
- Why: We wanted to support a culture of making employees feel trusted, and an environment focused on being good at customer service and being a good colleague. Empowering Leaders and Employees
- Who: The guidelines covers all Grady Employees
- Where: The guidelines can be found on the GradyNet, under the Resources drop down, "Policies and Procedures"
- When: The guidelines becomes effective April 1st

Highlights

- Performance
- Evaluations, API, Differentials and Benefits is general
- No change

Highlights – Attendance Policy (New)

Being present and punctual are key factors in your success at Grady. To achieve our organizational goal and mission, it is important that employees arrive to work as scheduled and in a timely manner.

We understand that situations may arise; however, if your supervisor notices a pattern, or your absences and tardiness become excessive, your supervisor will discuss and address these behaviors. Excessive tardiness or absences can lead to further discipline action to include termination.

Highlights – Dress Code (New)

- All Grady employees, vendors, and contractors should dress appropriately for work that is clean, neat and professional. Each department may adopt a dress code that meets the Grady standard, which may include scrubs, business attire, suits, etc.

Questions

