

Georgia Poison Center Meeting Agenda

June 27th, 2023
June Staff Meeting
1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – Med and Clin Tox Fellow Graduates
- Open Positions/New Hires/ Position Changes/ Recognition – AP, DY, Med Tox Fellows

1:40 pm – Education Department – BO, GPL

- 2023 Education Outreach Projects
- APC Grant recipient- Educator

1:45 pm – Rabies/ Animal Bite Review – Skyler Brennan, MPH, State EPI

2:30 pm – Information Technology Update – GPL, SH, CNP IT

- IT Ticket Reminders
- Recent Telestrat Quality Issues
- TEAMS changes/updates
- KnowBe4 Training
- Older PC issues

2:45 pm – Medical Director Update – Robert Geller, MD

- Budget Update
- Medical Director transition

2:55 PM – GPC Operation –GPL, SLH, PCF

- 2023 NACCT/ Abstracts
- PH Updates/ THC
- Downtime Charts
- Bezoar Guidelines
- Grady Tox Clinic
- Grady MAOT/ ETOH Service Change
- Grady/ CHOA access Audit
- EOQ 2nd Qtr 2023 Nominations
- Fax Guideline Reminder
- Documentation/ Coding Reminders
- Alternative NAC Dosing TS Reminders
- W2W Schedule Updates
- REAL TTIME Update
- SPI CE/ Peer Chart Review

4:05bo pm – GPC Stroke Service Update – Jason Tully, MD, CSPI

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY July 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 June 2023
P.O. BOX: 26066

DATE: June 27, 2023

Service

Call volume stats for June 2022 - June 2023

	June-22	June-23	% Change
Total Calls (Incoming)	6,572	5,762	-12.33%
Exposure Cases*	5,603	5,121	-8.60%
Human	5,363	5,100	-4.90%
Animal	240	21	-91.25%
Information Request	969	641	-33.85%
Public Health Situation	516	246	-52.33%
Pill Identification	23	7	-69.57%
Other	36	42	16.67%
Follow-ups	6,144	5,560	-9.51%
Customer Satisfaction			
Calls Abandoned	7232	6952	
Calls Accepted	76	52	
Abandoned Call Rate	1.1%	0.7%	
Customer Service Survey Completed			
Live Agent	235	202	

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Year-to-Date (6 months)	2022	2023	% Change
Total Calls (Incoming)	42,287	40,066	-5.25%
Exposure Cases*	35,614	35,626	0.03%
Human	34,268	34,849	1.70%
Animal	1,346	777	-42.27%
Information Request	6,673	4,440	-33.46%
Public Health Situation	4,034	1,681	-58.33%
Pill Identification	118	91	-22.88%
Other	211	284	34.60%
Follow-ups	43,386	39,940	-7.94%
Customer Satisfaction			
Calls Abandoned	452	424	
Calls Accepted	41531	42094	
Abandoned Call Rate	1.1%	1.0%	
Customer Service Survey Completed			
Live Agent	1692	1,380	-18.44%

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**

June 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	00:06:04 	00:09:57 
E - HCP	00:08:02 	00:11:21 

3	4	5
Breaks April 	Abandoned call rate June 2023	Surveys (minimum of 5 and no zeros) 
6 breaks were longer than 20 minutes	0.7% 	SPIs w/ zero surveys – 7 SPIs w/less than 5 surveys - 12

SPI Workload Report

June 1, 2023 - June 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
Asamoah, Kwaku	59509	338	187	55.3	7	2.1	144	42.6	13	1	0.1	13.6%	1.86	40.8	21	1.6	0:17:46	47	3.6	2
Bachman, George	59996	92	36	39.1	0	0.0	56	60.9	3	0	0.0	12.8%	1.71	50.1	3	1.1	0:11:09	0	0.0	0
Bhaskaran, Raja	58868	557	302	54.2	2	0.4	253	45.4	19	2	0.0	11.2%	2.02	49.9	50	2.7	0:17:19	0	0.0	37
Capell, Nicky	59651	426	223	52.3	6	1.4	197	46.2	16	0	0.0	15.4%	1.79	47.9	33	2.1	0:26:08	20	1.3	2
Debruy, Brett	50190	626	0	0.0	0	0.0	626	100.0	11	0	0.0	57.8%	0.00	10.5	0	0.0	0:00:00	51	4.6	0
Dillon, Kelly	57100	142	94	66.2	6	4.2	42	29.6	5	0	0.0	26.7%	2.50	42.8	12	2.4	0:17:34	0	0.0	2
Douglas, Dionna	50884	364	180	49.5	9	2.5	175	48.1	18	1	0.1	11.5%	1.35	53.8	31	1.8	0:18:58	0	0.0	4
Evans, Donna	55779	289	127	43.9	8	2.8	154	53.3	10	0	0.0	19.1%	1.69	50.7	16	1.6	0:19:11	43	4.3	9
Forbes, Cleomie	56239	725	281	38.8	11	1.5	433	59.7	19	3	0.2	29.0%	1.93	29.7	41	2.2	0:20:29	7	0.4	2
Going, Robert	50089	152	51	33.6	0	0.0	101	66.4	4	0	0.0	23.9%	1.50	40.0	10	2.4	0:16:41	0	0.0	0
Hamed, Sal	52698	786	456	58.0	33	4.2	297	37.8	25	0	0.0	8.3%	2.43	56.9	32	1.3	0:17:40	0	0.0	32
Hash, Christina	50081	450	251	55.8	14	3.1	185	41.1	19	3	0.2	15.3%	1.78	44.9	37	2.0	0:18:10	0	0.0	0
Heard, Julia	50358	482	184	38.2	8	1.7	290	60.2	19	0	0.0	15.3%	1.28	50.6	33	1.8	0:16:44	39	2.1	8
Herrington, Lloyd	51879	313	177	56.5	10	3.2	126	40.3	10	1	0.1	11.7%	2.34	50.0	16	1.6	0:06:36	0	0.0	3
Kern, Perri	59631	765	376	49.2	15	2.0	374	48.9	19	1	0.1	13.2%	2.54	46.8	52	2.7	0:17:46	0	0.0	1
Kinan, Karen	59508	793	367	46.3	18	2.3	408	51.5	24	0	0.0	13.9%	2.01	54.6	39	1.6	0:17:23	8	0.3	77
Martin, Jill	57580	591	225	38.1	36	6.1	330	55.8	18	1	0.1	11.0%	1.86	56.5	13	0.7	0:09:03	98	5.6	5
Ngo, Kiet	54504	461	285	61.8	23	5.0	153	33.2	15	0	0.0	11.8%	2.57	55.0	32	2.1	0:24:16	0	0.0	2
Proshek, Crystal	56610	491	255	51.9	20	4.1	216	44.0	15	0	0.0	13.9%	2.37	53.6	37	2.6	0:42:01	44	3.0	0
Rentschler, Alexandra	53980	626	297	47.4	16	2.6	313	50.0	16	0	0.0	10.2%	2.39	46.6	28	1.7	0:17:23	0	0.0	3
Riddell, Sandra	54197	490	250	51.0	15	3.1	225	45.9	18	0	0.0	13.7%	1.84	55.8	47	2.6	0:17:31	93	5.2	2
Sosebee, Erin	59138	31	20	64.5	2	6.5	9	29.0	1	0	0.0	8.9%	2.75	43.6	2	2.0	0:16:30	0	0.0	0
Tully, Jason	56508	457	230	50.3	11	2.4	216	47.3	15	0	0.0	13.1%	2.08	45.7	25	1.7	0:21:29	20	1.4	4
Velazco, Miguel	55974	130	83	63.8	4	3.1	43	33.1	8	1	0.1	17.4%	1.45	56.1	13	1.7	0:20:17	0	0.0	0
Wright, Shannon	59820	447	253	56.6	11	2.5	183	40.9	18	1	0.1	13.0%	1.83	46.6	43	2.4	0:17:43	16	0.9	6
Yunez, Canaan	59368	111	70	63.1	9	8.1	32	28.8	5	0	0.0	20.7%	2.19	47.0	14	3.1	0:17:16	0	0.0	1
		11135	5260	47.2	294	2.6	5581	50.1	360	15	0.0	16.6%	1.93	47.4	680	1.9	0:17:49	486	1.4	202

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

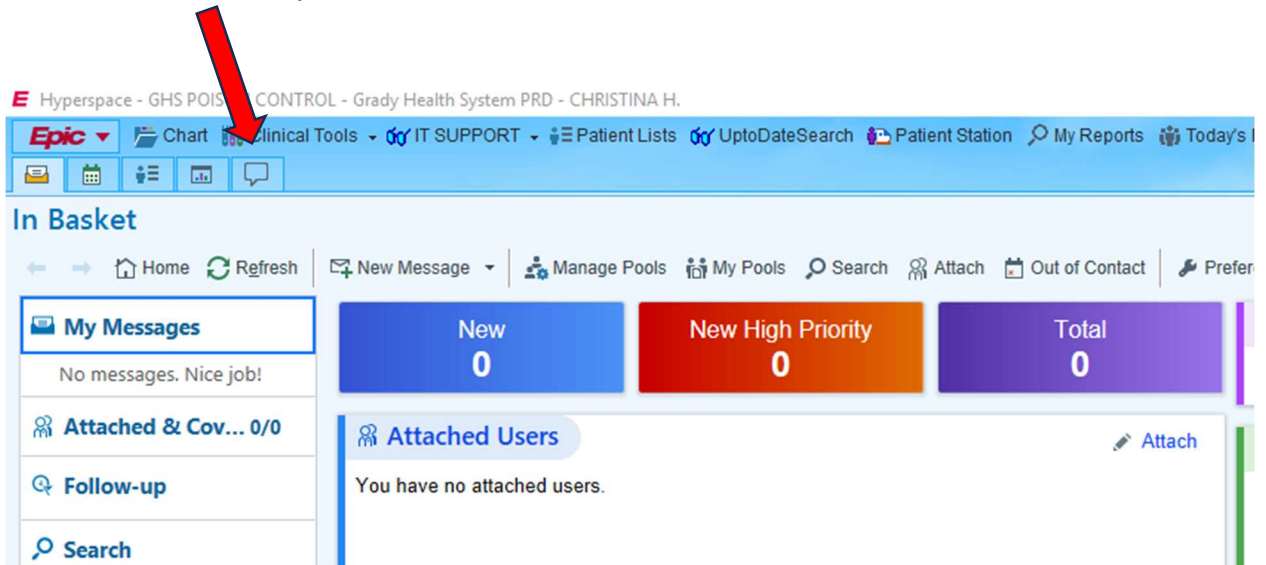
*Chart Generation per hour - The number of charts (exposure + information) generated per shift.

*% Release - This number reflects the amount of time in the office.

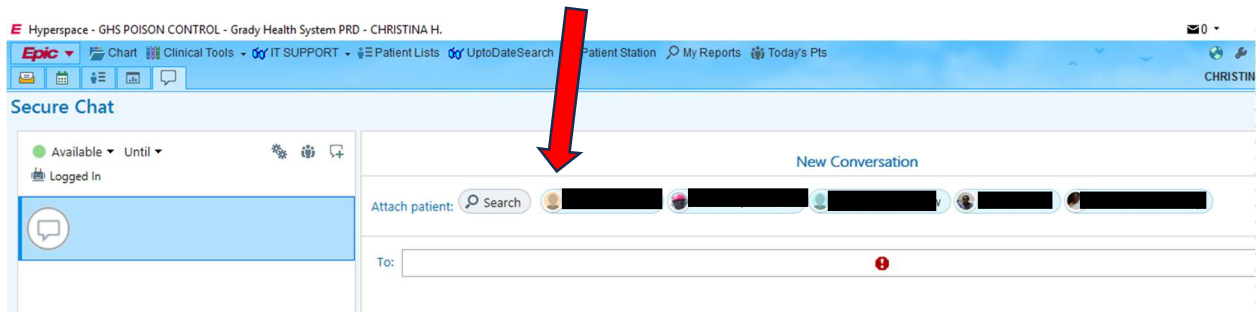
*Breaks - The longest break will not exceed 30 minutes

Sending EPIC chat messages

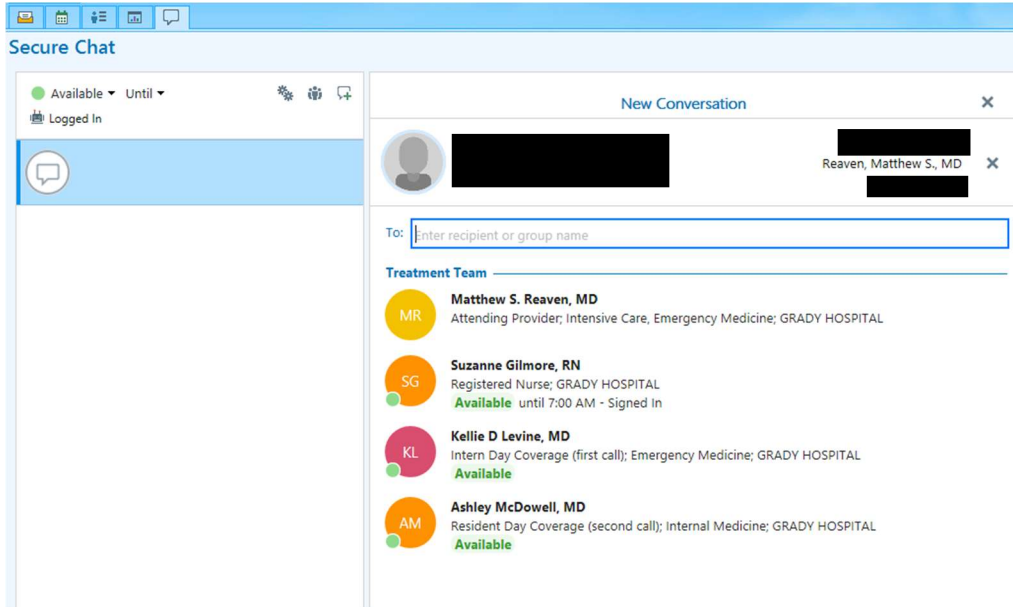
- 1) Click on the chat bubble just under the menu.



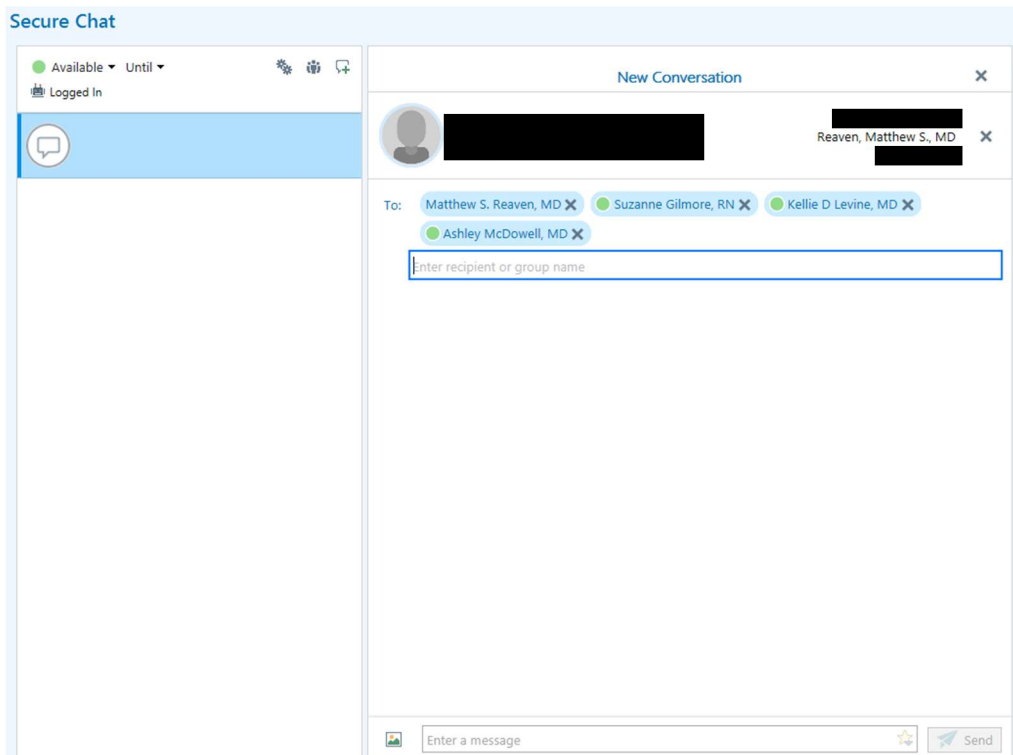
- 2) Any patients you have previously viewed will show up for you to attach to the conversation. You may also search for a patient if the one you need isn't listed.



- 3) After you select a patient, their treatment team will populate for you to add them to the conversation. You can choose the most appropriate one or all of them if you are unsure. They will typically direct you to the appropriate one as necessary. They may even add providers to the conversation that aren't yet listed in the treatment team.



- 4) Once you have added the provider(s), just type your message into the text box at the bottom and send. There will be icons indicating when a provider has read the message.



STROKE UPDATE

6/27/2023

Jason S. Tully, MD, C-SPI

Agenda

Stroke Numbers

Hospitals/Staff

Special Situations

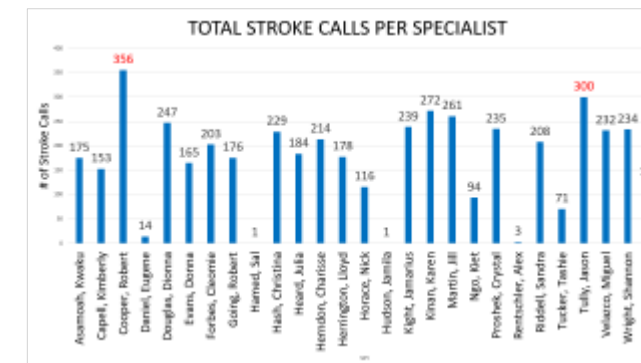
Questions?
Concerns



Stroke Numbers

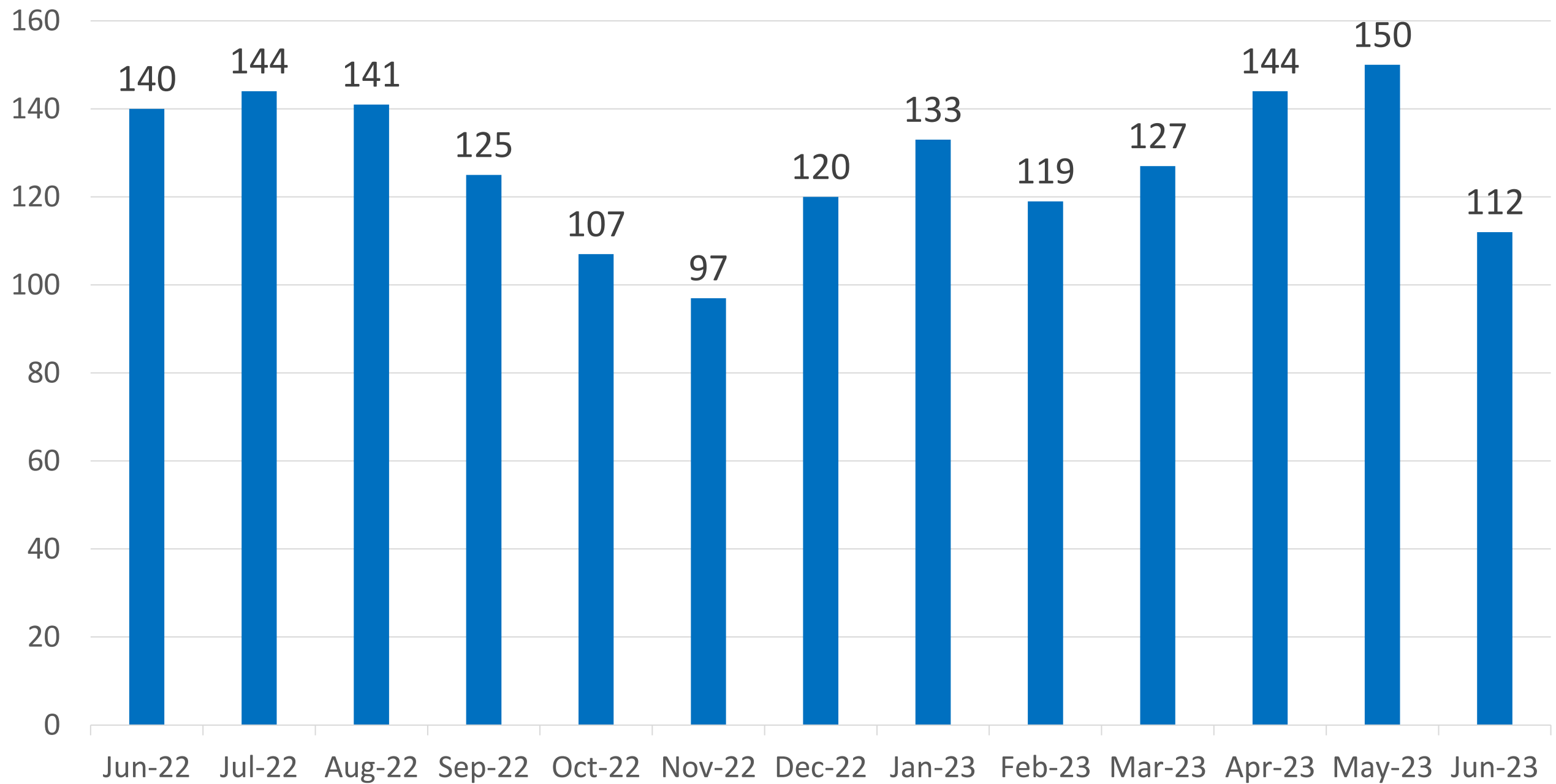
Stroke Numbers

Year	Total Stroke Calls	Calls Per Day
2018	76	0.83
2019	1,215	3.33
2020	1,020	2.79
2021	1,259	3.45
2022	1,433	3.93
2023	785	4.41
TOTAL	5,788	

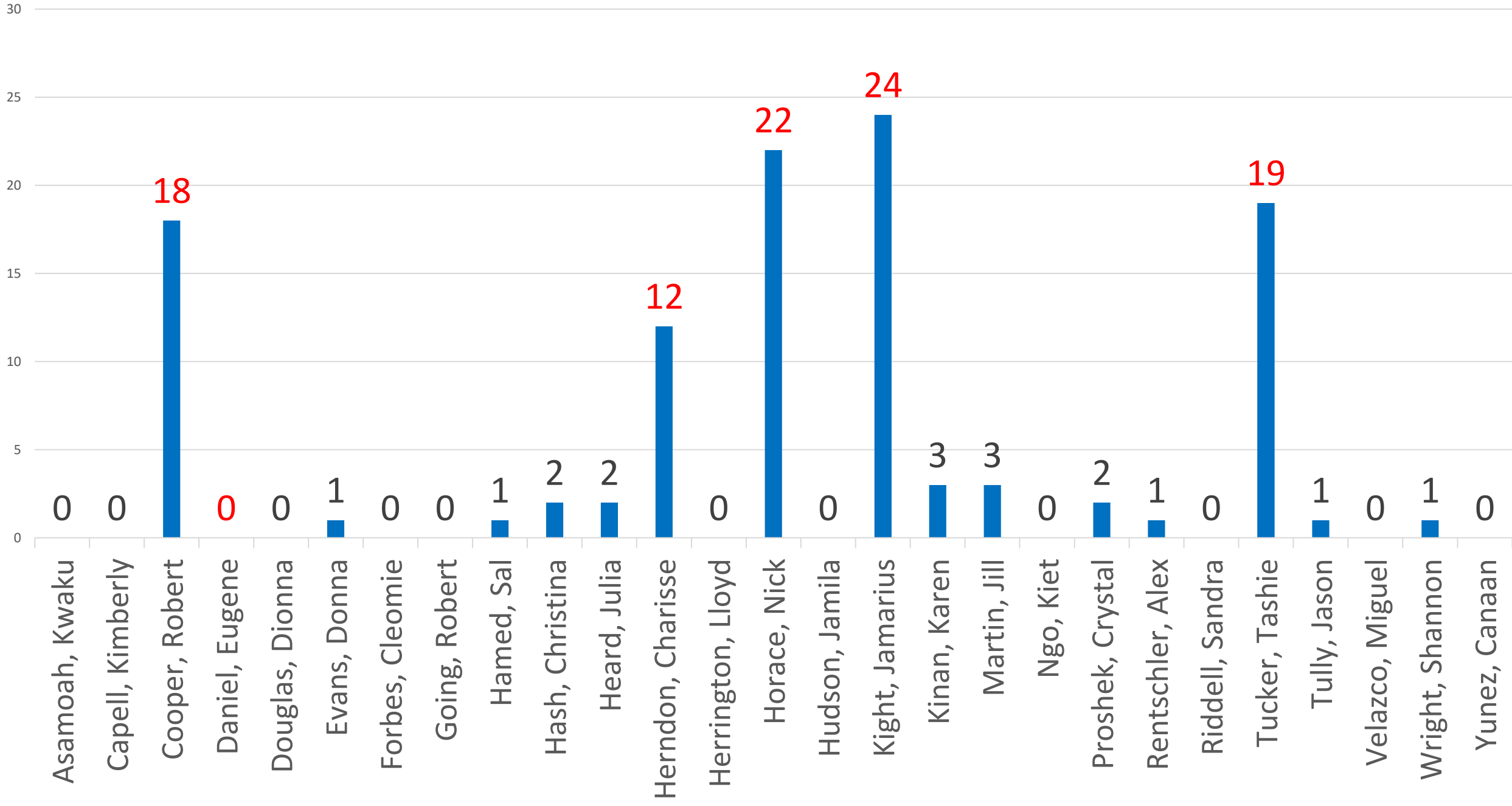


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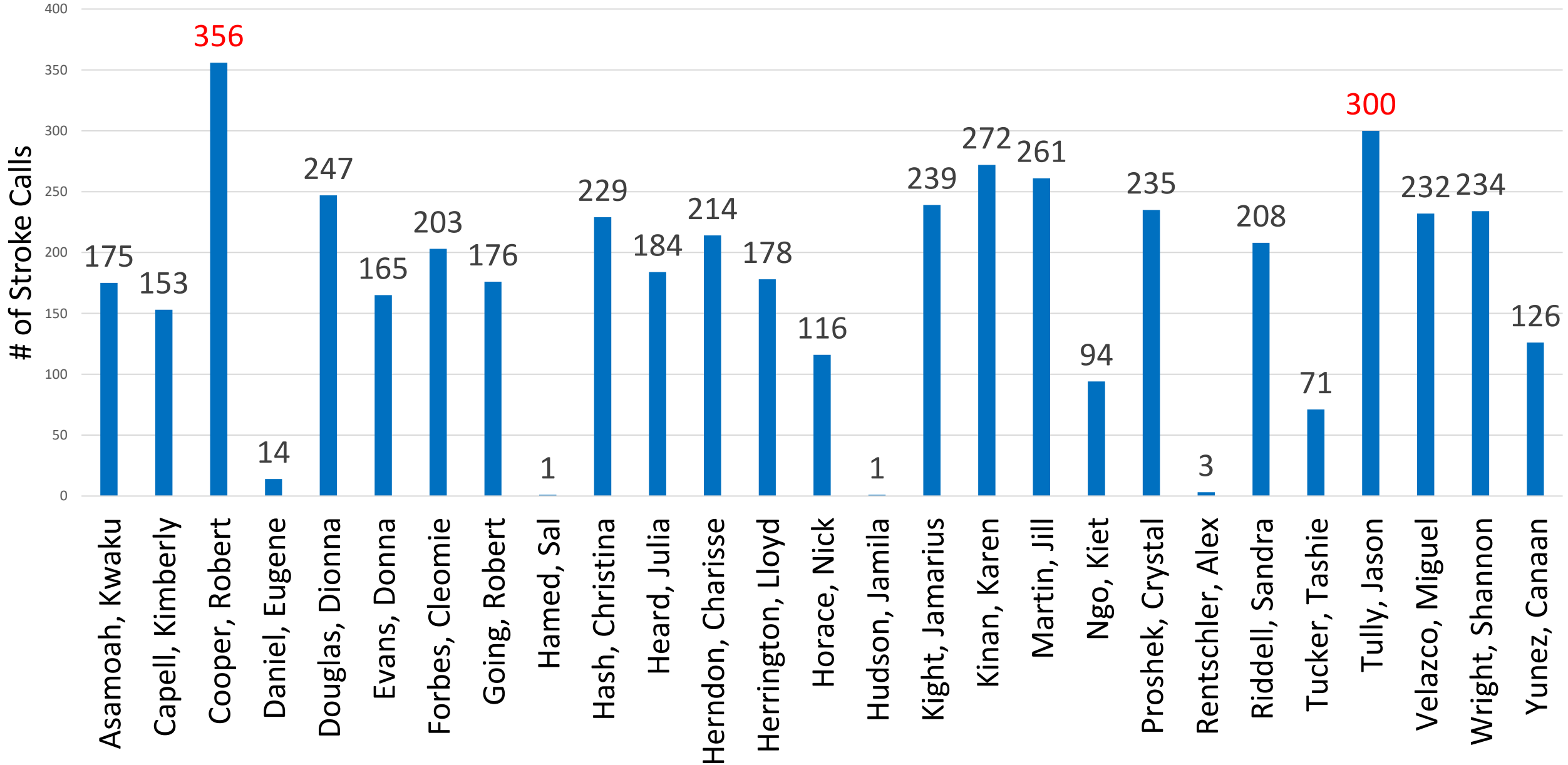
Strokes Per Month 2022-2023



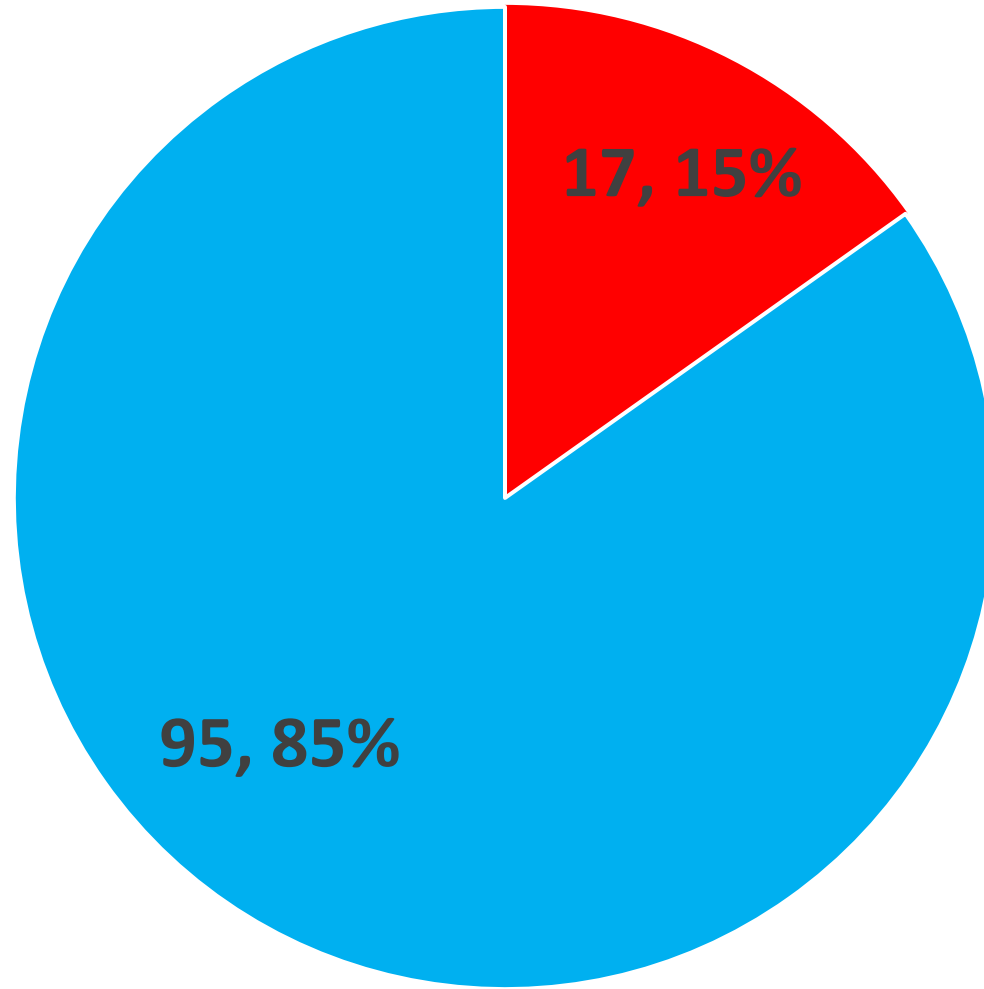
Stroke Per SPI for June 2023



TOTAL STROKE CALLS PER SPECIALIST



Strokes by Specialist

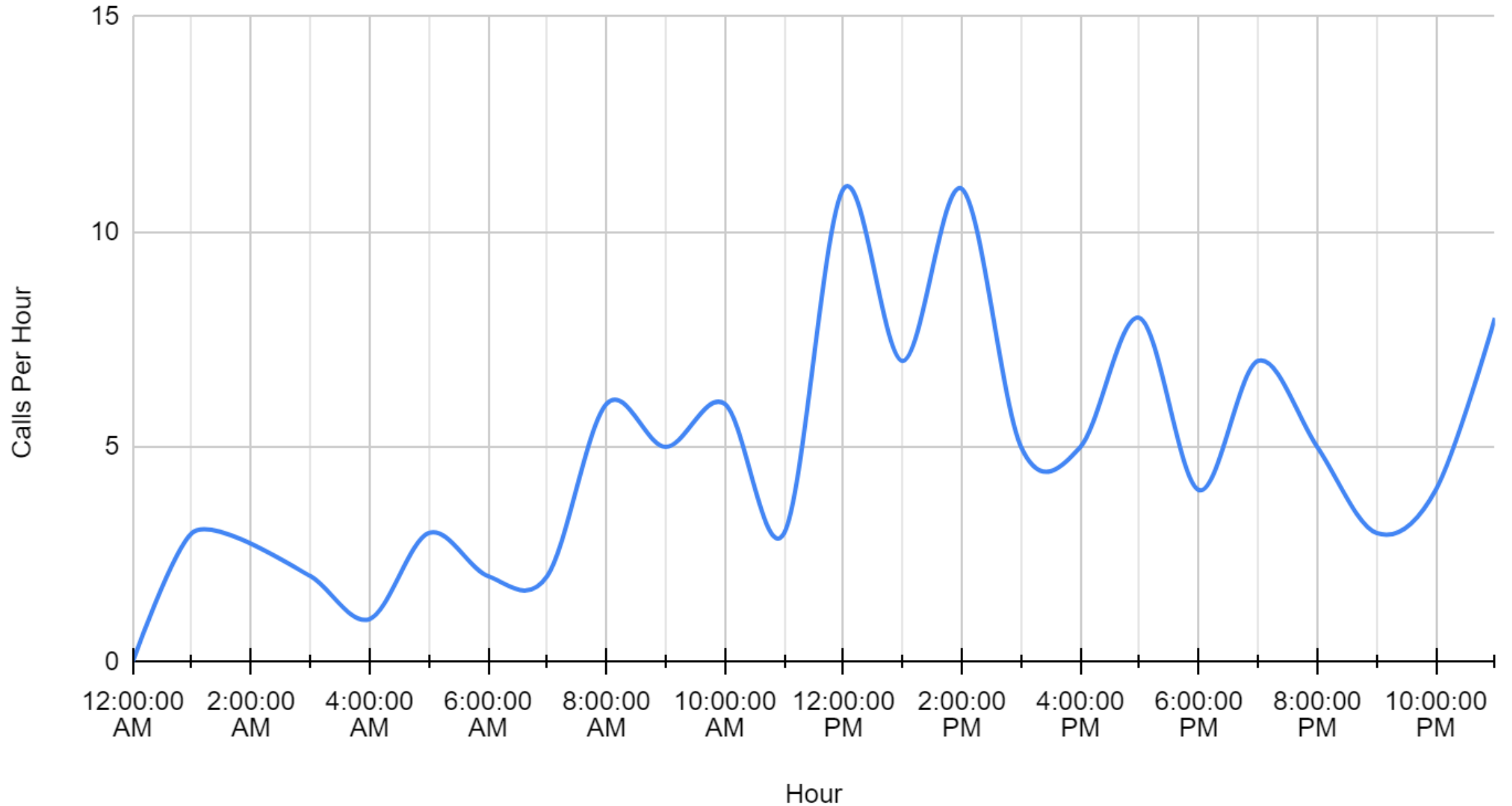


■ Strokes by SPI ■ Stroke Operators

Call Volume Considerations in May

Midnight-0800	13	12%
Weekends	35	31%

Calls Per Hour vs. Hour



Hospitals/Staff

Hospitals Update

St. Francis—Has a Polycom Cart, requested training

--stfrancised@vtc.ironbow.com

--Continuing Phone Only Consults Until Further Notice but may be soon.

Atrium Peach

Boca Raton, FL

Special Situations

Stroke Treatments

- Thrombolytic: Clot Buster: Alteplase or Tenecteplase (4.5 hrs)
- Surgical Intervention:
 - LYSIS for Large Vessel Occlusions (LVO) (24hrs) (GA transfers)
 - Grady Transfer Center for hemorrhagic events (GA transfers)
- Supportive Care: Statin Drugs, Dual Antiplatelet Therapy (long term)

- Remember Archbold → Tallahassee, FL
- Bethesda → Boca Raton, FL

Questions?
Concerns

