

Georgia Poison Center Meeting Agenda

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

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

- FMLA/ Resignations/ Terminations – SPIs
- Open Positions/New Hires/ Position Changes/ Recognition – New Med and Clin Tox Fellows

1:45 pm – Medical Director Update – Robert Geller, MD

2:05 pm – Education Department – BO, GPL

- 2023 Education Outreach Projects

2:25 pm – Information Technology Update – GPL, SH, CNP IT

- TW policy updates
- Recent Telestrat Quality Issues
- ToxSentry patch update
- Older PC Issues

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

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|-----------------------------------|--|
| - 2023 NACCT/ Abstracts | - Follow-up Reminders |
| - Grady High Reliability | - EOQ 2 nd Qtr 2023/ Staff Acknowledgements |
| - PH Updates/ THC | - Documentation/ Coding Reminders |
| - Bezoar Guidelines | - W2W Schedule Updates |
| - Grady MAOT/ ETOH Service Change | - REAL TTIME Update |
| - Grady/ CHOA access Audit | - SPI CE/ Peer Chart Review |
| - Opioid Overdose Clusters | |
| - August Pharmacy Students | |

4:00 pm – GPC Stroke Service Update – Jason Tully, MD, CSPI

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY August 29th, 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 July 2023
P.O. BOX: 26066

DATE: July 25, 2023

Service

Call volume stats for July 2022 - July 2023

	July-22	July-23	% Change
Total Calls (Incoming)	6,350	5,195	-18.19%
Exposure Cases*	5,174	4,588	-11.33%
Human	4,972	4,580	-7.88%
Animal	202	8	-96.04%
Information Request	1,176	607	-48.38%
Public Health Situation	744	215	-71.10%
Pill Identification	16	15	-6.25%
Other	40	47	17.50%
Follow-ups	5,635	5,079	-9.87%
Customer Satisfaction			
Calls Abandoned	107	87	
Calls Accepted	6960	6144	
Abandoned Call Rate	1.5%	1.4%	
Customer Service Survey Completed			
Live Agent	209	107	

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**

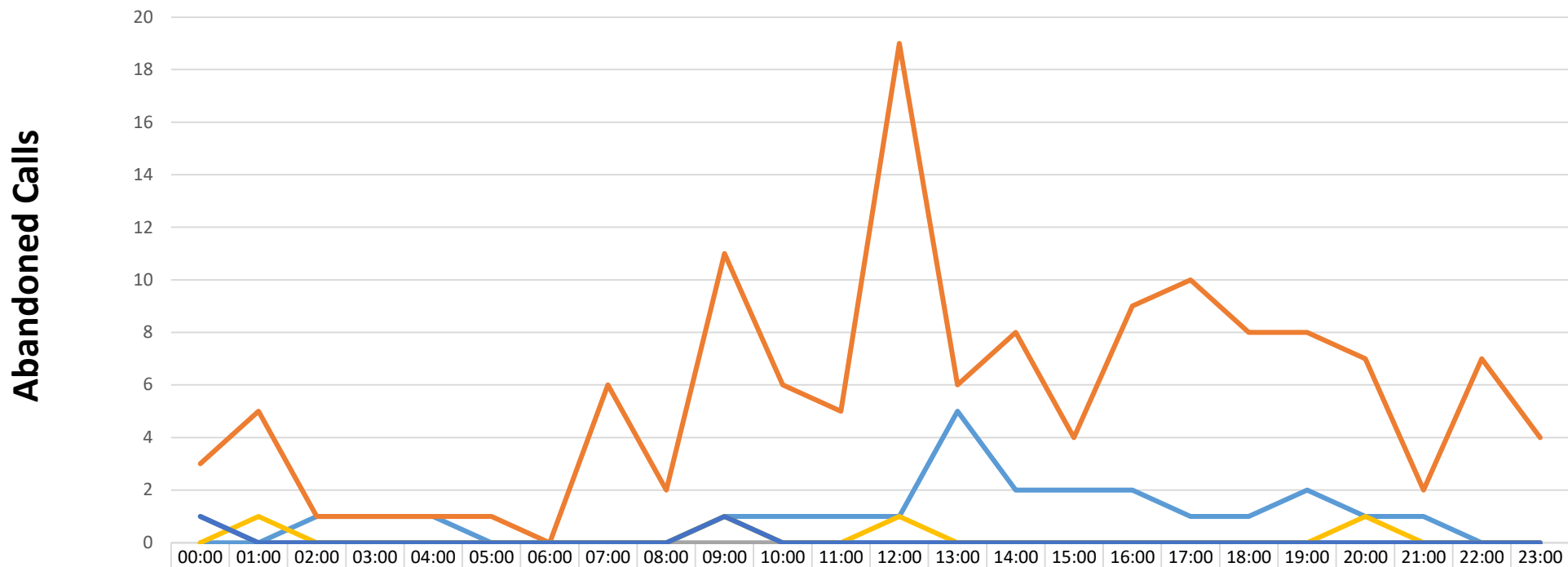
July Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1		2	
	Time - Max Wait to Abandon		Time - Queued Max	
E - GEN PUB	00:03:57		00:10:03	
E - HCP	00:10:01		00:11:12	

3	4	5
Breaks July 	Abandoned call rate July 2023	Surveys (minimum of 5 and no zeros) 
2 breaks were longer than 20 minutes	1.4% 	SPIs w/ zero surveys - 13 SPIs w/less than 5 surveys - 5

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



	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
E-HCP	0	0	1	1	1	0	0	0	0	1	1	1	1	5	2	2	2	1	1	2	1	1	0	0
E-Gen. Pub	3	5	1	1	1	1	0	6	2	11	6	5	19	6	8	4	9	10	8	8	7	2	7	4
S-HCP	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
S-Gen Pub	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0
S-Overflow	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total Calls Accepted = 6,144
 Abandoned Calls = 87
 Abandoned Call Rate = 1.4%

SPI Workload Report

July 1, 2023 - July 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
Asamoah, Kwaku	59509	437	255	58.4	17	3.9	165	37.8	17	0	0.0	14.8%	1.97	40.8	30	1.7	0:18:26	43	2.5	7
Bachman, George	59996	224	51	22.8	1	0.4	172	76.8	6	1	0.2	43.0%	1.18	30.8	5	0.9	0:10:32	0	0.0	1
Bhaskaran, Raja	58868	306	169	55.2	1	0.3	136	44.4	10	0	0.0	9.1%	2.13	51.3	24	2.4	0:23:48	0	0.0	18
Capell, Nicky	59651	443	209	47.2	14	3.2	220	49.7	16	0	0.0	18.7%	1.77	44.3	33	2.1	0:22:35	0	0.0	0
Debruy, Brett	50190	566	0	0.0	0	0.0	566	100.0	10	0	0.0	66.0%	0.00	10.4	0	0.0	0:00:00	0	0.0	0
Dillon, Kelly	57100	81	41	50.6	6	7.4	34	42.0	4	0	0.0	17.1%	1.57	52.8	7	1.9	0:16:25	0	0.0	0
Douglas, Dionna	50884	238	102	42.9	3	1.3	133	55.9	10	1	0.1	12.3%	1.31	51.7	11	1.1	0:18:43	0	0.0	6
Evans, Donna	55779	405	175	43.2	15	3.7	215	53.1	15	3	0.2	17.5%	1.60	51.0	24	1.6	0:17:19	67	4.5	5
Forbes, Cleomie	56239	277	108	39.0	6	2.2	163	58.8	8	1	0.1	27.5%	1.78	37.5	16	2.0	0:17:21	0	0.0	0
Going, Robert	50089	139	70	50.4	0	0.0	69	49.6	5	0	0.0	12.2%	1.84	51.2	11	2.3	0:16:45	0	0.0	0
Hamed, Sal	52698	858	488	56.9	35	4.1	335	39.0	24	1	0.0	8.1%	2.75	56.0	36	1.5	0:18:25	0	0.0	13
Hash, Christina	50081	656	312	47.6	28	4.3	316	48.2	24	0	0.0	18.7%	1.78	45.0	55	2.3	0:16:45	0	0.0	5
Heard, Julia	50358	399	167	41.9	12	3.0	220	55.1	16	0	0.0	20.5%	1.38	46.3	32	2.0	0:17:40	18	1.1	8
Herrington, Lloyd	51879	212	100	47.2	5	2.4	107	50.5	7	2	0.3	14.5%	1.88	46.2	10	1.4	0:09:45	9	1.3	0
Kern, Perri	59631	674	313	46.4	7	1.0	354	52.5	17	1	0.1	15.8%	2.32	43.2	46	2.7	0:16:55	0	0.0	0
Kinan, Karen	59508	600	263	43.8	12	2.0	325	54.2	18	0	0.0	12.7%	1.95	53.6	39	2.2	0:16:35	14	0.8	35
Martin, Jill	57580	566	216	38.2	31	5.5	319	56.4	15	4	0.3	9.8%	2.06	54.6	11	0.7	0:08:46	47	3.1	4
Ngo, Kiet	54504	475	281	59.2	20	4.2	174	36.6	15	2	0.1	24.5%	2.51	45.6	30	2.0	0:19:10	0	0.0	2
Proshek, Crystal	56610	267	140	52.4	15	5.6	112	41.9	9	0	0.0	11.6%	2.28	58.0	22	2.6	0:16:13	0	0.0	0
Rentschler, Alexandra	53980	632	293	46.4	21	3.3	318	50.3	16	0	0.0	10.7%	2.42	48.5	27	1.7	0:16:59	0	0.0	0
Riddell, Sandra	54197	234	130	55.6	9	3.8	95	40.6	9	0	0.0	15.2%	1.93	55.0	25	2.8	0:17:29	45	5.0	1
Sosebee, Erin	59138	36	21	58.3	1	2.8	14	38.9	1	0	0.0	9.9%	2.75	50.8	2	2.0	0:16:49	0	0.0	0
Tully, Jason	56508	384	186	48.4	20	5.2	178	46.4	13	0	0.0	13.3%	1.98	45.9	21	1.6	0:17:52	0	0.0	0
Velazco, Miguel	55974	379	224	59.1	11	2.9	144	38.0	16	0	0.0	20.4%	1.79	50.6	31	1.9	0:19:49	0	0.0	0
Wright, Shannon	59820	419	223	53.2	26	6.2	170	40.6	16	2	0.1	13.3%	1.95	51.4	36	2.3	0:18:10	1	0.1	2
Yunez, Canaan	59368	99	53	53.5	4	4.0	42	42.4	4	0	0.0	22.4%	1.78	40.8	10	2.5	0:17:52	0	0.0	0
		10006	4590	45.9	320	3.2	5096	50.9	319	18	0.1	18.4%	1.87	46.9	594	1.9	0:16:26	244	0.8	107

*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