

Georgia Poison Center Meeting Agenda

August 29th, 2023
August Staff Meeting
1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – SPs
- 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
- Research award activities

2:10 PM – GPC Operation –GPL, SLH, PCF

- 2023 NACCT Montreal
- Grady High Reliability
- Hurricane Help
- Updated Remote Work policy

2:20 pm – GPC Stroke Service Update – Jason Tully, MD, CSPI

2:30 pm – Retirement Celebration – GPL, SLH, PF

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY September 19th, 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 August 2023
P.O. BOX: 26066

DATE: August 29, 2023

Service
Call volume stats for August 2022 - August 2023

	August-22	August-23	% Change
Total Calls (Incoming)	7,858	6,411	-18.41%
Exposure Cases*	6,596	5,656	-14.25%
Human	6,314	5,646	-10.58%
Animal	282	10	-96.45%
Information Request	1,262	755	-40.17%
Public Health Situation	778	278	-64.27%
Pill Identification	12	15	25.00%
Other	53	43	-18.87%
Follow-ups	6,909	5,424	-21.49%
Customer Satisfaction			
Calls Abandoned	96	74	
Calls Accepted	8505	7021	
Abandoned Call Rate	1.1%	1.1%	
Customer Service Survey Completed			
Live Agent	170	167	

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

SPI Workload Report

August 1, 2023 - August 27, 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	483	282	58.4	25	5.2	176	36.4	18	0	0.0	10.0%	2.19	41.3	29	1.7	0:22:59	127	7.3	13
Bachman, George	59996	155	53	34.2	4	2.6	98	63.2	4	0	0.0	18.0%	1.75	39.9	7	1.7	0:15:43	0	0.0	0
Bhaskaran, Raja	58868	598	315	52.7	1	0.2	282	47.2	19	0	0.0	10.2%	2.11	49.3	39	2.1	0:17:07	0	0.0	22
Capell, Nicky	59651	544	303	55.7	19	3.5	222	40.8	18	0	0.0	13.1%	2.24	46.1	40	2.2	0:21:24	1	0.1	3
Debruy, Brett	50190	654	0	0.0	0	0.0	654	100.0	11	0	0.0	73.1%	0.00	8.0	0	0.0	0:00:00	0	0.0	0
Dillon, Kelly	57100	151	84	55.6	4	2.6	63	41.7	5	0	0.0	170.8%	2.20	41.9	11	2.2	65:46:03	0	0.0	1
Douglas, Dionna	50884	516	285	55.2	13	2.5	218	42.2	19	0	0.0	24.8%	1.99	38.5	34	1.8	0:18:50	0	0.0	13
Evans, Donna	55779	373	158	42.4	9	2.4	206	55.2	11	0	0.0	18.9%	1.90	42.4	16	1.5	0:20:48	36	3.3	8
Going, Robert	50089	216	109	50.5	0	0.0	107	49.5	7	1	0.1	17.8%	2.00	45.7	14	2.1	0:20:47	5	0.7	1
Hamed, Sal	52698	402	231	57.5	19	4.7	152	37.8	15	0	0.0	42.6%	2.12	62.3	19	1.3	0:46:15	0	0.0	16
Hash, Christina	50081	529	282	53.3	19	3.6	228	43.1	19	0	0.0	12.8%	2.03	44.8	40	2.2	0:16:52	0	0.0	2
Heard, Julia	50358	505	202	40.0	11	2.2	292	57.8	19	0	0.0	13.8%	1.42	49.8	35	1.9	0:17:57	44	2.3	9
Herrington, Lloyd	51879	144	73	50.7	3	2.1	68	47.2	4	0	0.0	22.5%	2.38	40.3	5	1.3	0:04:55	0	0.0	1
Kern, Perri	59631	620	296	47.7	5	0.8	319	51.5	18	0	0.0	17.3%	2.15	43.9	44	2.5	0:17:09	0	0.0	4
Kinan, Karen	59508	979	460	47.0	31	3.2	488	49.8	27	0	0.0	13.8%	2.26	49.5	44	1.6	0:17:22	0	0.0	56
Martin, Jill	57580	655	243	37.1	28	4.3	384	58.6	16	0	0.0	12.5%	2.06	50.3	14	0.9	0:09:32	33	2.0	5
Ngo, Kiet	54504	551	328	59.5	17	3.1	206	37.4	17	1	0.1	13.5%	2.59	50.9	34	2.0	0:24:07	0	0.0	3
Proshek, Crystal	56610	602	283	47.0	15	2.5	304	50.5	16	0	0.0	14.4%	2.35	51.4	35	2.2	0:17:53	18	1.1	0
Rentschler, Alexandra	53980	685	340	49.6	18	2.6	327	47.7	19	1	0.1	9.2%	2.39	48.8	26	1.4	0:17:20	0	0.0	2
Riddell, Sandra	54197	556	303	54.5	16	2.9	237	42.6	20	0	0.0	13.8%	1.99	45.9	58	2.9	0:17:21	101	5.1	5
Tully, Jason	56508	444	243	54.7	15	3.4	186	41.9	15	0	0.0	10.6%	2.15	46.2	30	2.0	0:15:55	0	0.0	2
Velazco, Miguel	55974	475	288	60.6	25	5.3	162	34.1	20	0	0.0	33.1%	1.94	52.7	34	1.7	0:20:12	0	0.0	1
Wright, Shannon	59820	491	274	55.8	18	3.7	199	40.5	19	1	0.1	15.3%	1.92	44.8	45	2.4	0:18:31	9	0.5	0
Yunez, Canaan	59368	217	134	61.8	10	4.6	73	33.6	7	0	0.0	32.5%	2.45	38.6	19	2.6	0:19:56	0	0.0	0
		11545	5569	48.2	325	2.8	5651	48.9	361	4	0.0	26.4%	2.02	44.9	672	1.9	3:01:52	374	1.0	167

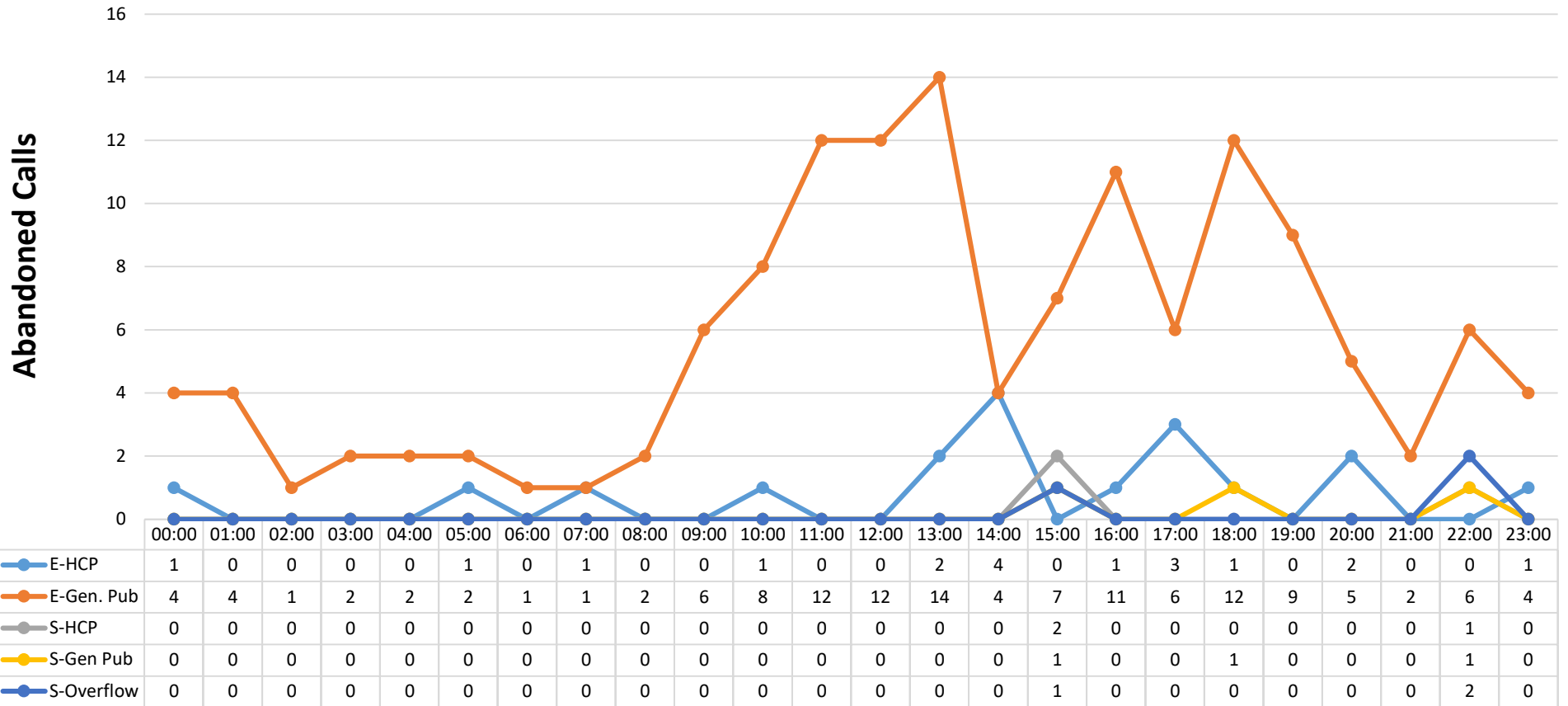
*RPH - The number of incoming calls received when logged into the Shortel Contact Center System.

*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





Abandoned Calls for August 1, 2023 - August 27, 2023






Total Calls Accepted = 7,021
 Abandoned Calls = 74
 Abandoned Call Rate = 1.1%

August 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	00:07:10 	00:10:00 
E - HCP	00:05:57 	00:10:51 

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