

Georgia Poison Center Meeting Agenda

Sept 19th, 2023
Staff Meeting
1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – RC, JK, GB, LH
- Open Positions/New Hires/ Position Changes/ Recognition – PF, International Tox Fellows,

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

2:00 PM – GPC Operation –GPL, SLH, PCF

- 2023 NACCT
- Grady High Reliability
- Biometric Screening
- PH Updates/ THC
- Rabies Review, 2016 Compendium
- Hospital Name/## Change Sheet
- NAC Rule Based Coding Update
- Consults with Tox Oncall
- October Pharmacy Students
- Radiation Training Course
- New QA Partners
- PH Training of new SPIs
- TW Policy/ Agreement Reminders
- W2W Schedule Updates
- REAL TTIME Update
- SPI CE '23
- CAP-LX update
- Call Center HVAC

2:30 pm – GHS Vice-President Update – Ashley Gresham, MSN, RN, CCRN- VP Emergency Services

2:45 PM – GPC Operation con't –GPL, SLH, PCF

3:05 pm – Education Department – GPL

- 2023 Education Outreach Projects
- October HF

3:10 pm – Information Technology Update – GPL, SH, CNP IT

- IT Ticket Reminders***
- Latest Telestrat update
- Outbound HCF call connection issues
- Teleworking Policy Update
- Anti-virus update
- Recent PC crashes

3:20 pm – GPC Stroke Service Update – Jason Tully, MD, CSPI

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY October 24th , 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 September 2023
P.O. BOX: 26066

DATE: September 19, 2023

Service

Call volume stats for September 2022 - September 2023

	September-22	September-23	% Change
Total Calls (Incoming)	5,947	3,917	-34.13%
Exposure Cases*	5,254	3,490	-33.57%
Human	5,043	3,483	-30.93%
Animal	211	7	-96.68%
Information Request	693	427	-38.38%
Public Health Situation	310	157	-49.35%
Pill Identification	13	9	-30.77%
Other	34	15	-55.88%
Follow-ups	5,331	3,191	-40.14%
Customer Satisfaction			
Calls Abandoned	61	43	
Calls Accepted	6884	4586	
Abandoned Call Rate	0.9%	0.9%	
Customer Service Survey Completed			
Live Agent	194	160	

New Incentive Metrics – Beginning February 2020

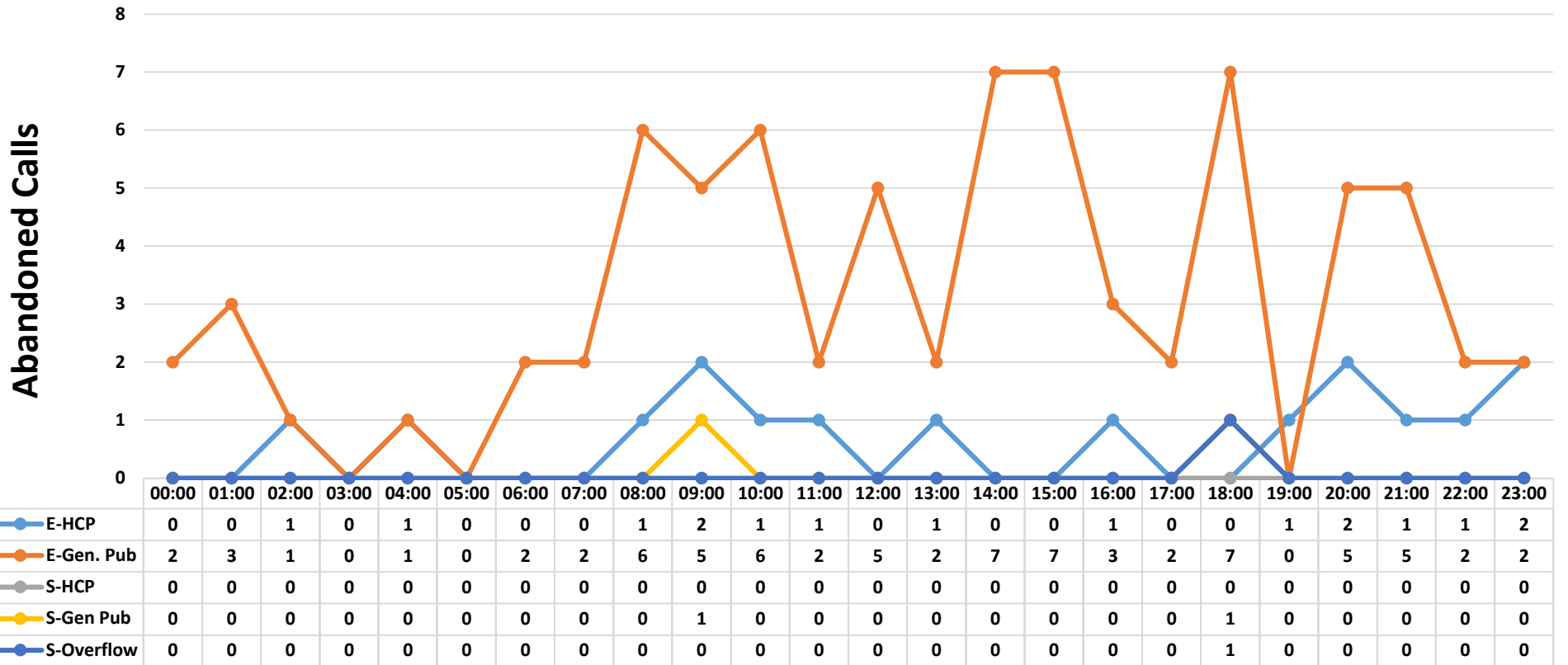
- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
 - **Surveys**
 - Minimum of 5 surveys
 - No zeroes allowed
 - **Breaks**
 - The longest break cannot exceed **20 min**
 - **Max wait to abandon***
 - Not to exceed **10 min** for a single person 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**

Abandoned Calls for September 1, 2023 - September 17, 2023



Total Calls Accepted = 4,586

Abandoned Calls = 43

Abandoned Call Rate = 0.9%

SPI Workload Report

September 1, 2023 - September 17, 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	347	199	57.3	10	2.9	138	39.8	13	1	0.1	14.7%	2.05	37.4	21	1.6	0:17:52	53	4.2	16
Bhaskaran, Raja	58868	415	229	55.2	3	0.7	183	44.1	13	3	0.0	14.0%	2.32	49.5	31	2.5	0:16:33	0	0.0	27
Capell, Nicky	59651	331	163	49.2	10	3.0	158	47.7	10	0	0.0	14.9%	2.16	45.6	21	2.1	0:16:37	0	0.0	0
Debruyn, Brett	50190	136	0	0.0	0	0.0	136	100.0	3	0	0.0	52.1%	0.00	10.7	0	0.0	0:00:00	3	1.2	0
Dillon, Kelly	57100	96	52	54.2	2	2.1	42	43.8	3	0	0.0	17.0%	2.25	44.7	23	7.7	0:15:46	0	0.0	0
Douglas, Dionna	50884	257	129	50.2	2	0.8	126	49.0	9	0	0.0	19.7%	1.87	38.9	19	2.2	0:18:26	27	3.1	5
Evans, Donna	55779	459	184	40.1	12	2.6	263	57.3	13	1	0.1	29.1%	1.88	39.7	19	1.5	0:19:30	50	3.8	15
Going, Robert	50089	132	57	43.2	0	0.0	75	56.8	4	0	0.0	20.4%	1.97	37.9	7	1.9	0:18:01	0	0.0	0
Hamed, Sal	52698	509	301	59.1	20	3.9	188	36.9	15	0	0.0	9.4%	2.63	56.1	26	1.7	0:20:12	0	0.0	18
Hash, Christina	50081	307	144	46.9	9	2.9	154	50.2	10	0	0.0	15.5%	1.92	40.7	21	2.1	0:17:24	11	1.1	6
Heard, Julia	50358	242	78	32.2	4	1.7	160	66.1	10	0	0.0	16.6%	1.03	45.8	16	1.6	0:17:51	22	2.2	5
Herrington, Lloyd	51879	57	27	47.4	1	1.8	29	50.9	2	0	0.0	13.6%	1.75	53.9	2	1.0	0:04:18	0	0.0	0
Kern, Perri	59631	481	232	48.2	6	1.2	243	50.5	13	2	0.2	17.8%	2.28	43.6	36	2.8	0:17:07	0	0.0	0
Kinan, Karen	59508	583	262	44.9	19	3.3	302	51.8	16	0	0.0	13.9%	2.18	53.0	29	1.8	0:17:30	0	0.0	52
Martin, Jill	57580	440	158	35.9	16	3.6	266	60.5	10	2	0.2	12.3%	2.20	47.7	13	1.3	0:12:31	19	1.9	3
Ngo, Kiet	54504	397	210	52.9	15	3.8	172	43.3	11	1	0.1	11.9%	2.56	51.3	23	2.1	0:20:09	0	0.0	1
Proshek, Crystal	56610	378	171	45.2	13	3.4	194	51.3	10	0	0.0	16.3%	2.30	53.2	25	2.5	0:19:53	0	0.0	0
Rentschler, Alexandra	53980	412	213	51.7	12	2.9	187	45.4	11	0	0.0	10.5%	2.50	45.1	17	1.5	0:17:36	18	1.6	1
Riddell, Sandra	54197	364	155	42.6	10	2.7	199	54.7	11	0	0.0	18.1%	1.88	47.3	33	3.0	0:19:05	43	3.9	1
Tully, Jason	56508	334	176	52.7	6	1.8	152	45.5	10	0	0.0	10.8%	2.28	44.3	18	1.8	0:17:33	0	0.0	2
Velazco, Miguel	55974	236	131	55.5	6	2.5	99	41.9	11	0	0.0	32.2%	1.52	42.1	18	1.6	0:17:41	0	0.0	6
Wright, Shannon	59820	249	118	47.4	7	2.8	124	49.8	8	1	0.1	16.6%	1.95	45.6	21	2.6	0:18:54	2	0.3	2
Yunez, Canaan	59368	140	74	52.9	8	5.7	58	41.4	5	0	0.0	16.5%	2.05	49.8	13	2.6	0:17:06	0	0.0	0
		7302	3463	47.4	191	2.6	3648	50.0	220	11	0.1	18.0%	1.98	44.8	452	2.1	0:16:25	248	1.1	160

*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

September 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	00:08:18 	00:10:42 
E - HCP	00:04:15 	00:12:28 

3	4	5
Breaks September 	Abandoned call rate September 2023 	Surveys (minimum of 5 and no zeros) 
2 breaks were longer than 20 minutes	0.9%	SPIs w/ zero surveys - 8 SPIs w/less than 5 surveys - 6