

Georgia Poison Center Meeting Agenda

January 30th, 2024
Staff Meeting
1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – none
- Open Positions/New Hires/ Position Changes/ Recognition – RG, CH, AR, JM, BD

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

- Best Practices- Follow-ups
- Transition plans
- Latest budget update

2:00 pm – Education Department – BO

- 2023 Education Outreach Projects

2:10 pm – GPC GUIDELINE REVIEW – ECMO – Liz Rivera, MD and Emily Kiernan, DO

3:00 pm – Information Technology Update – GPL, SH, CNP IT

- DUO Changes
- Telestrat/Engage Update
- Phishing campaigns/accountability training
- Transition into Teams/SharePoint for meetings

3:20 PM – GPC Operation – GPL, SLH, PCF

- | | |
|------------------------------------|--|
| - Stroke Update - JT | - 2024 CSPI Exam |
| - HSA Accounts | - Shift Supervisor Updates |
| - PH Updates | - New QA Partners |
| - Grady High Reliability | - Bezoar Updates |
| - W-2 Forms | - NPDS Coding Survey, Answers – C.Hash |
| - NC/GA Staff Meetings | - W2W Schedule Updates |
| - Coding Reminders | - Jan SPI CE |
| - Call Etiquette | - REAL TTIME Update |
| - Calling off for scheduled shift | - PharmD Fellow interviews |
| - GPC Crisis Call Guideline Review | - Administrative Assistant interviews |
| - Media opportunity- DBHDD | |

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY February 27th, 2024 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 January 2024
P.O. BOX: 26066

DATE: January 30, 2024

Service

Call volume stats for January 2023 - January 2024

		January-23	January-24	% Change
Total Calls (Incoming)		6,912	5,732	-17.07%
Exposure Cases*		6,171	5,205	-15.65%
	Human	5,926	5,200	-12.25%
	Animal	245	5	-97.96%
Information Request		741	527	-28.88%
Public Health Situation		278	240	-13.67%
Pill Identification		17	10	-41.18%
Other		59	36	-38.98%
Follow-ups		6,810	5,456	-19.88%
Customer Satisfaction				
Calls Abandoned		58	50	
Calls Accepted		8133	6870	
Abandoned Call Rate		0.7%	0.7%	
Customer Service Survey Completed				
	Live Agent	291	189	

New Incentive Metrics – Beginning February 2020

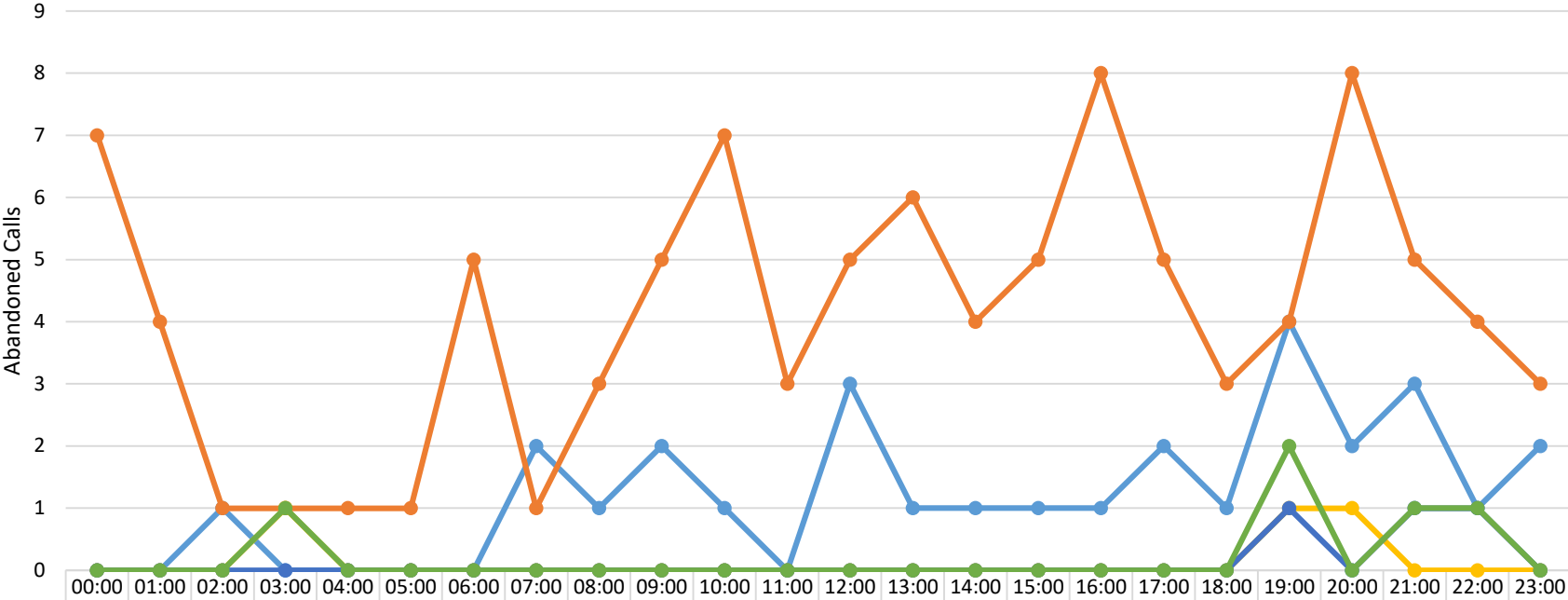
- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
 - **Surveys**
 - Minimum of 5 surveys
 - No zeroes allowed
 - **Breaks**
 - The longest break cannot exceed **20 min**
 - **Max wait to abandon***
 - Not to exceed **10 min** for a single person 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 January 1, 2024 - January 28, 2024



	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	0	0	0	0	2	1	2	1	0	3	1	1	1	1	2	1	4	2	3	1	2
E-Gen. Pub	7	4	1	1	1	1	5	1	3	5	7	3	5	6	4	5	8	5	3	4	8	5	4	3
S-HCP	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
S-Gen Pub	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0
S-Overflow	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1	1	0

Total Calls Accepted = 6,870
 Abandoned Calls = 50
 Abandoned Call Rate = 0.7%

SPI Workload Report

January 1, 2024 - January 28, 2024

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	484	282	58.3	19	3.9	183	37.8	20	1	0.1	14.6%	1.88	43.1	34	1.7	0:30:23	19	1.0	22
Bhaskaran, Raja	58868	474	263	55.5	6	1.3	205	43.2	19	1	0.1	11.1%	1.78	52.2	40	2.1	0:17:34	0	0.0	8
Capell, Nicky	59651	474	243	51.3	8	1.7	223	47.0	17	0	0.0	17.0%	1.85	48.3	42	2.5	0:18:18	0	0.0	2
Debruyn, Brett	50190	614	0	0.0	0	0.0	614	100.0	11	0	0.0	48.5%	0.00	7.4	0	0.0	0:00:00	0	0.0	0
Dillon, Kelly	57100	35	24	68.6	0	0.0	11	31.4	1	0	0.0	34.3%	3.00	36.6	2	2.0	0:16:19	0	0.0	0
Douglas, Dionna	50884	461	271	58.8	6	1.3	184	39.9	19	0	0.0	18.2%	1.86	45.2	25	1.3	0:18:18	23	1.2	14
Evans, Donna	55779	554	212	38.3	11	2.0	331	59.7	19	2	0.1	23.5%	1.51	48.4	28	1.5	0:18:32	86	4.6	37
Going, Robert	50089	218	95	43.6	0	0.0	123	56.4	7	0	0.0	23.7%	1.62	47.1	15	2.1	0:17:35	0	0.0	1
Hamed, Sal	52698	593	307	51.8	18	3.0	268	45.2	18	0	0.0	7.7%	2.27	58.8	26	1.5	0:17:09	0	0.0	8
Hash, Christina	50081	677	390	57.6	29	4.3	258	38.1	24	2	0.1	10.8%	2.15	49.6	47	1.9	0:18:56	0	0.0	0
Heard, Julia	50358	490	182	37.1	14	2.9	294	60.0	21	0	0.0	15.9%	1.19	45.3	34	1.7	0:16:52	24	1.2	6
Kern, Perri	59631	748	355	47.5	10	1.3	383	51.2	20	1	0.1	15.7%	2.28	45.2	48	2.4	0:17:04	45	2.3	0
Kinan, Karen	59508	797	359	45.0	28	3.5	410	51.4	24	0	0.0	14.2%	1.98	52.4	46	1.9	0:16:24	0	0.0	72
Martin, Jill	57580	740	287	38.8	29	3.9	424	57.3	20	2	0.1	9.8%	2.03	54.4	11	0.6	0:07:40	13	0.7	11
Ngo, Kiet	54504	609	347	57.0	26	4.3	236	38.8	20	2	0.1	12.2%	2.39	53.2	38	1.9	0:18:00	0	0.0	2
Proshek, Crystal	56610	467	220	47.1	11	2.4	236	50.5	14	2	0.1	11.8%	2.03	59.6	29	2.0	0:17:14	0	0.0	0
Rentschler, Alexandra	53980	635	329	51.8	15	2.4	291	45.8	20	1	0.0	8.3%	2.10	52.5	36	1.8	0:17:47	0	0.0	0
Riddell, Sandra	54197	590	276	46.8	10	1.7	304	51.5	20	0	0.0	25.4%	1.79	50.4	48	2.4	0:19:04	91	4.6	0
Tully, Jason	56508	464	229	49.4	12	2.6	223	48.1	16	0	0.0	64.8%	1.88	50.3	32	2.0	0:18:18	0	0.0	2
Velazco, Miguel	55974	222	129	58.1	7	3.2	86	38.7	10	1	0.1	15.7%	1.70	57.1	20	2.0	0:19:27	0	0.0	0
Wright, Shannon	59820	521	289	55.5	14	2.7	218	41.8	20	1	0.1	12.2%	1.90	55.6	43	2.2	0:18:00	98	4.9	3
Yunez, Canaan	59368	229	133	58.1	8	3.5	88	38.4	8	4	0.5	25.6%	2.19	43.6	18	2.2	0:18:02	0	0.0	1
		11096	5222	47.1	281	2.5	5593	50.4	367	20	0.1	20.0%	1.88	48.2	662	1.8	0:17:08	399	1.1	189

*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

January Incentive Metrics

Must meet 4 out of the 5 metrics

	1		2	
Group Name	Time - Max Wait to Abandon		Time - Queued Max	
E - GEN PUB	00:07:14 		00:09:59 	
E - HCP	00:01:41 		00:17:10 	

3	4	5
Breaks January 	Abandoned call rate January 2024	Surveys (minimum of 5 and no zeros) 
1 break was longer than 20 minutes	0.7% 	SPIs w/ zero surveys - 8 SPIs w/less than 5 surveys - 6

Call-in Sick Deadline

I. **Background**

In order to provide an adequate amount of time for GPC to appropriately staff once an employee calls in sick, it is essential that employees provide reasonable notice in advance so that these arrangements can be made.

II. **Policy**

The minimum amount of time prior to calling for a shift is four (4) hours before the start of the scheduled shift.

The SPI receiving the report of a sick call is responsible for immediately updating the call off in When to Work via a bulletin posting and updating the shift supervisor to initiate arrangements for a substitution, if needed.

On weekends, the SPI calling in sick is responsible for directly contacting the Assistant Director, Director, or their designee at least four (4) hours prior to the start of the shift.

The immediate supervisor, Assistant Director, or Director may require an employee to present a physician's statement or other acceptable certification in support of any absence attributed to illness. A physician's statement will be required for any absence due to illness of three or more days.

See GHS Policy Number 400.08 (Attendance/Punctuality) for further details regarding occurrences and requisite documentation for absence(s) due to illness.

If an employee does not report to work during a scheduled *winter holiday* (Thanksgiving, Christmas, New Years holiday) and did not provide a substitute, may internally result in five (5) occurrences points. *(See Holiday Coverage Policy for further details)*

III. **Procedure**

If a SPI/CSPI calls in sick 24 hours in advance, they must complete the following in order to avoid an occurrence point being recorded:

- 1) Find a replacement who will not procure overtime by substituting for the absentee
- 2) Receive prior authorization for the replacement from the Assistant Director
- 3) Notify the shift supervisor of the approved substitution

The shift supervisor is expected to conform to the following protocol after receiving notice of a SPI/CSPI's absence:

- 1) First, make sure absentee has notified either the Director or Assistant Director of their absence. Notify them that no changes will be made to the schedule prior to authorization by either of those individuals.
- 2) Complete a When to Work (on www.whentowork.com) bulletin update:
 - a. Identify the absentee, the date and time the call-off was reported
 - b. Identify the problem or reason for absenteeism
 - c. Provide the resolution which may or may not require replacement
 - d. The shift supervisor is to contact the Assistant Director to determine whether a replacement is necessary

