

# Georgia Poison Center Meeting Agenda

---

February 27<sup>th</sup>, 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 –

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

- Best Practices- the new Crisis Call 988/911 Guideline
- Latest budget update
- PCLM 2024 / Hill Day

**2:10 pm – Education Department – BO**

- 2024 Education Outreach Projects
- Employee survey coming soon

**2:20 pm – Information Technology Update – GPL, SH, CNP IT**

- Telestrat/Engage Update FINAL
- Windows Environment Updates
- New Tox Sentry version 2.6.0.3 in UAC

**2:50 PM – GPC Operation – GPL, SLH, PCF**

- |                                    |                                       |
|------------------------------------|---------------------------------------|
| - Stroke Update – JT               | - 2024 CSPI Exam                      |
| - NPDS Coding Survey, Answers – CH | - Bezoar Updates                      |
| - Feb/March PharmD Students        | - QA Workflow                         |
| - PH Updates                       | - SPI CE                              |
| - Grady High Reliability           | - W2W Schedule Updates                |
| - Coding Reminders                 | - REAL TTIME Update                   |
| - Payroll Emails to SH             | - Advocacy updates                    |
| - Wallboard/Call Etiquette         | - Ashley Gresham visits               |
| - Calling off for scheduled shift  | - PharmD Fellow interviews            |
| - GLP-1 Agonist TS Data Collection | - Administrative Assistant interviews |

**4:30 pm – Meeting Adjourned**

**\*\*\*\*\* Next Meeting TUESDAY March 27<sup>th</sup>, 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 February 2024  
**P.O. BOX:** 26066

**DATE: February 27, 2024**

**Service**

**Call volume stats for February 2023 - February 2024**

		<b>February-23</b>	<b>February-24</b>	<b>% Change</b>
<b>Total Calls (Incoming)</b>		<b>5,896</b>	<b>5,394</b>	-8.51%
<b>Exposure Cases*</b>		<b>5,283</b>	<b>4,806</b>	-9.03%
	Human	5,052	4,801	-4.97%
	Animal	231	5	-97.84%
<b>Information Request</b>		<b>613</b>	<b>588</b>	-4.08%
Public Health Situation		222	255	14.86%
Pill Identification		9	9	0.00%
Other		39	57	46.15%
<b>Follow-ups</b>		<b>5,130</b>	<b>4,982</b>	-2.88%
<b>Customer Satisfaction</b>				
Calls Abandoned		75	75	
Calls Accepted		6844	7100	
Abandoned Call Rate		1.1%	1.1%	
<b>Customer Service Survey Completed</b>				
	Live Agent	<b>269</b>	<b>124</b>	

## **New Incentive Metrics – Beginning February 2020**

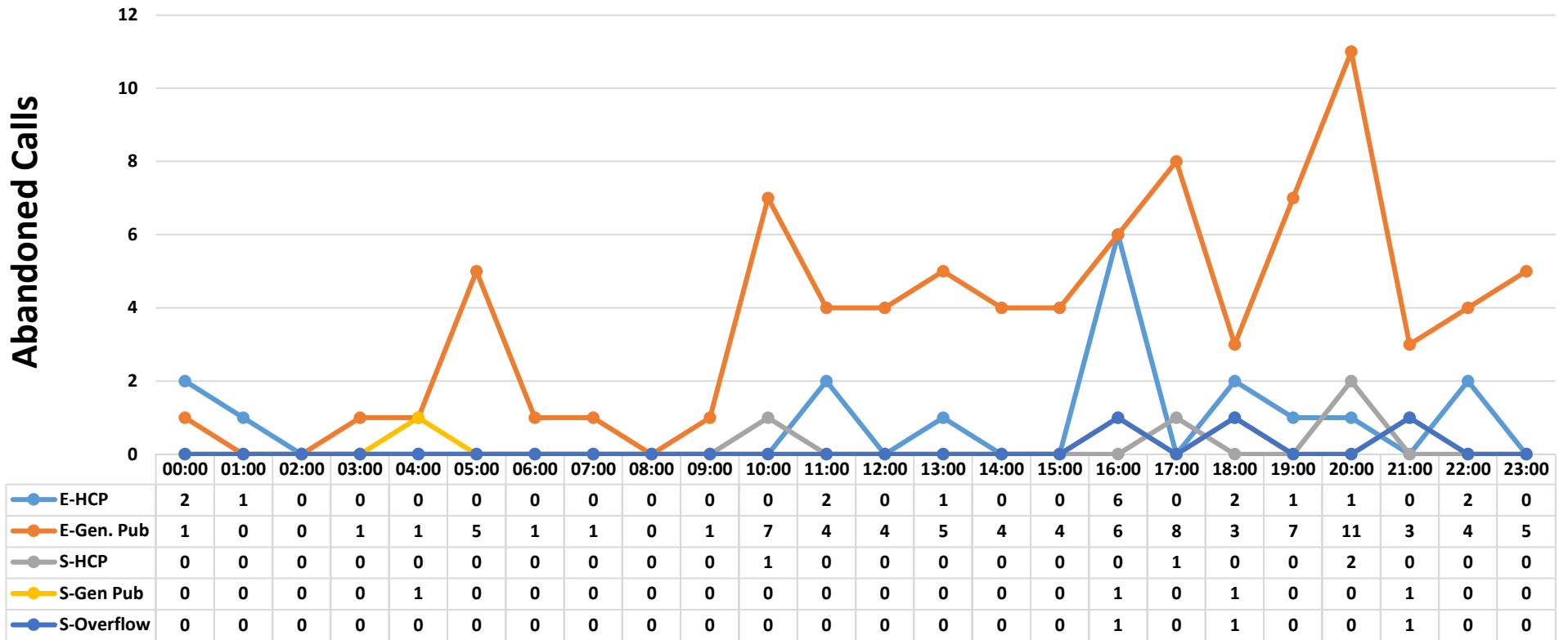
- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
  - **Surveys**
    - Minimum of 5 surveys
    - No zeroes allowed
  - **Breaks**
    - The longest break cannot exceed **20 min**
  - **Max wait to abandon\***
    - Not to exceed **10 min** for 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 February 1, 2024 - February 26, 2024



Total Calls Accepted = 7,100  
 Abandoned Calls = 75  
 Abandoned Call Rate = 1.1%

# SPI Workload Report

February 1, 2024 - February 26, 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	416	227	54.6	18	4.3	171	41.1	16	0	0.0	13.8%	1.91	39.9	23	1.4	0:16:03	19	1.2	15
Bhaskaran, Raja	58868	520	291	56.0	8	1.5	221	42.5	17	0	0.0	8.1%	2.15	48.3	25	1.4	0:17:49	0	0.0	4
Capell, Nicky	59651	306	155	50.7	17	5.6	134	43.8	11	1	0.1	13.9%	1.95	45.0	25	2.3	0:19:15	0	0.0	0
Debruyne, Brett	50190	434	0	0.0	0	0.0	434	100.0	8	0	0.0	81.0%	0.00	0.0	0	0.0	0:00:00	6	0.8	0
Dillon, Kelly	57100	89	52	58.4	2	2.2	35	39.3	3	0	0.0	17.9%	2.25	49.0	6	2.0	0:17:13	0	0.0	0
Douglas, Dionna	50884	455	205	45.1	10	2.2	240	52.7	15	0	0.0	12.1%	1.76	44.0	22	1.4	0:18:19	0	0.0	10
Evans, Donna	55779	642	252	39.3	20	3.1	370	57.6	19	0	0.0	19.0%	1.78	45.8	27	1.4	0:19:34	48	2.5	28
Going, Robert	50089	156	84	53.8	4	2.6	68	43.6	5	1	0.2	7.9%	2.05	56.2	7	1.3	0:17:37	0	0.0	2
Hamed, Sal	52698	758	415	54.7	29	3.8	314	41.4	22	0	0.0	8.5%	2.55	57.0	29	1.3	0:16:41	0	0.0	4
Hash, Christina	50081	635	326	51.3	28	4.4	281	44.3	25	0	0.0	80.2%	1.80	51.8	34	1.4	0:16:31	0	0.0	5
Heard, Julia	50358	471	190	40.3	8	1.7	273	58.0	17	0	0.0	11.3%	1.44	45.7	22	1.3	0:17:02	24	1.4	5
Kern, Perri	59631	823	384	46.7	12	1.5	427	51.9	20	2	0.1	14.1%	2.50	41.0	34	1.7	0:17:21	43	2.2	0
Kinan, Karen	59508	420	172	41.0	8	1.9	240	57.1	11	0	0.0	11.0%	1.98	49.6	13	1.1	0:17:15	0	0.0	29
Martin, Jill	57580	655	261	39.8	21	3.2	373	56.9	18	1	0.1	8.7%	2.00	51.2	9	0.5	0:07:15	34	1.9	8
Ngo, Kiet	54504	123	83	67.5	6	4.9	34	27.6	4	0	0.0	12.1%	2.66	52.9	11	2.6	0:17:39	0	0.0	0
Proshek, Crystal	56610	593	269	45.4	22	3.7	302	50.9	16	0	0.0	8.8%	2.29	55.8	26	1.6	0:23:52	0	0.0	0
Rentschler, Alexandra	53980	482	253	52.5	18	3.7	211	43.8	16	0	0.0	6.4%	2.08	53.0	17	1.0	0:17:01	11	0.7	1
Riddell, Sandra	54197	513	241	47.0	12	2.3	260	50.7	17	0	0.0	13.4%	1.86	48.6	31	1.8	0:17:16	75	4.4	2
Tully, Jason	56508	550	251	45.6	16	2.9	283	51.5	16	0	0.0	8.9%	2.09	47.1	21	1.3	0:17:11	0	0.0	2
Velazco, Miguel	55974	552	338	61.2	16	2.9	198	35.9	25	0	0.0	14.5%	1.79	56.1	38	1.5	0:43:41	0	0.0	8
Wright, Shannon	59820	307	157	51.1	17	5.5	133	43.3	12	0	0.0	9.7%	1.89	51.5	17	1.5	0:17:48	19	1.7	1
Yunez, Canaan	59368	351	208	59.3	21	6.0	122	34.8	15	3	0.2	19.1%	1.95	46.3	30	2.0	0:18:32	0	0.0	0
		<b>10251</b>	<b>4814</b>	<b>47.0</b>	<b>313</b>	<b>3.1</b>	<b>5124</b>	<b>50.0</b>	<b>328</b>	<b>8</b>	<b>0.0</b>	<b>18.2%</b>	<b>1.94</b>	<b>47.4</b>	<b>467</b>	<b>1.4</b>	<b>0:17:46</b>	<b>279</b>	<b>0.9</b>	<b>124</b>

\*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

# February 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	00:11:14 	00:11:14 
E - HCP	00:06:21 	00:08:27 

3	4	5
<b>Breaks</b> February 	<b>Abandoned call rate</b> February 2024	<b>Surveys</b> (minimum of 5 and no zeros) 
2 break was longer than 20 minutes	<b>1.1%</b> 	SPIs w/ zero surveys - 7 SPIs w/less than 5 surveys - 7