

Georgia Poison Center Meeting Agenda

March 26th, 2024
Staff Meeting
1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – RB, SW
- Open Positions/New Hires/ Position Changes/ Recognition – SP, SPI

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

- Latest budget update
- PCLM 2024 / Hill Day
- Quality of data/Data entry
- Suicide caller guidelines
- Query Builder issues

2:10 pm – Education Department – BO. GPL

- 2024 Education Outreach Projects
- NPPW activities
 - o Governor proclamation
 - o Grand Prize Poster/Video contest winner

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

- QB-Replication issues
- Your Download Folder

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

- Stroke Update – JT
- NPDS Coding Survey, Answers – CH
- Crisis Call Guideline Review
- PharmD Students
- PH Updates
- Grady High Reliability
- Coding Reminders
- Wallboard/Call Etiquette
- GLP-1 Agonist TS Data Collection
- 2024 CSPI Exam
- Bezoar Updates
- QA Workflow
- SPI CE
- W2W Schedule Updates
- TOXINZ update
- Administrative Assistant interviews

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY April 23rd, 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 March 2024
P.O. BOX: 26066

DATE: March 26, 2024

Service

Call volume stats for March 2023 - March 2024

	March-23	March-24	% Change
Total Calls (Incoming)	6,025	4,118	-31.65%
Exposure Cases*	5,383	3,717	-30.95%
Human	5,177	3,716	-28.22%
Animal	206	1	-99.51%
Information Request	642	401	-37.54%
Public Health Situation	234	228	-2.56%
Pill Identification	18	10	-44.44%
Other	53	38	-28.30%
Follow-ups	5,078	4,462	-12.13%
Customer Satisfaction			
Calls Abandoned	73	67	
Calls Accepted	6912	6044	
Abandoned Call Rate	1.1%	1.1%	
Customer Service Survey Completed			
Live Agent	178	155	

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

March 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	00:06:54		00:09:04	
E - HCP	00:05:52		00:11:27	

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

SPI Workload Report

March 1, 2024 - March 24, 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	328	188	57.3	12	3.7	128	39.0	13	0	0.0	15.6%	2.00	43.0	22	1.8	0:16:04	31	2.5	10
Bhaskaran, Raja	58868	479	247	51.6	12	2.5	220	45.9	18	0	0.0	12.0%	1.76	45.8	40	2.2	0:18:16	30	1.6	9
Capell, Nicky	59651	409	225	55.0	8	2.0	176	43.0	18	1	0.1	17.8%	1.64	50.6	43	2.4	0:21:05	70	3.9	2
Debruyne, Brett	50190	377	0	0.0	0	0.0	377	100.0	8	0	0.0	96.6%	0.00	0.0	0	0.0	0:00:00	7	0.9	0
Dillon, Kelly	57100	28	17	60.7	0	0.0	11	39.3	1	0	0.0	22.4%	2.13	33.6	2	2.0	0:15:42	0	0.0	0
Douglas, Dionna	50884	276	140	50.7	3	1.1	133	48.2	14	0	0.0	19.4%	1.30	45.2	14	1.0	0:17:45	0	0.0	11
Evans, Donna	55779	352	131	37.2	5	1.4	216	61.4	14	3	0.2	20.4%	1.25	48.8	26	1.9	0:16:34	43	3.2	15
Going, Robert	50089	239	102	42.7	1	0.4	136	56.9	8	0	0.0	10.2%	1.63	52.7	19	2.4	0:18:56	0	0.0	2
Hamed, Sal	52698	540	297	55.0	13	2.4	230	42.6	20	0	0.0	11.3%	1.91	56.4	31	1.5	0:15:35	30	1.5	18
Hash, Christina	50081	418	215	51.4	24	5.7	179	42.8	19	1	0.1	13.5%	1.55	46.8	36	1.9	0:17:38	1	0.1	2
Heard, Julia	50358	438	166	37.9	6	1.4	266	60.7	19	0	0.0	16.3%	1.12	46.8	35	1.8	0:19:41	33	1.7	9
Kern, Perri	59631	440	230	52.3	9	2.0	201	45.7	15	3	0.2	15.9%	1.98	45.1	29	1.9	0:07:25	50	3.3	0
Kinan, Karen	59508	450	198	44.0	15	3.3	237	52.7	19	0	0.0	15.2%	1.44	51.5	37	2.0	0:17:27	81	4.4	53
Martin, Jill	57580	455	168	36.9	11	2.4	276	60.7	15	2	0.1	10.8%	1.47	56.6	12	0.8	0:06:55	101	6.6	10
Ngo, Kiet	54504	307	178	58.0	13	4.2	116	37.8	16	0	0.0	11.5%	1.49	56.1	37	2.3	0:19:04	0	0.0	1
Proshek, Crystal	56610	593	270	45.5	20	3.4	303	51.1	20	0	0.0	10.4%	1.79	60.3	40	2.0	0:17:01	31	1.5	0
Rentschler, Alexandra	53980	536	276	51.5	10	1.9	250	46.6	18	0	0.0	18.1%	2.04	45.4	29	1.7	0:17:23	27	1.5	3
Riddell, Sandra	54197	307	146	47.6	9	2.9	152	49.5	15	0	0.0	27.8%	1.29	56.2	37	2.5	0:20:14	82	5.5	1
Tully, Jason	56508	304	130	42.8	5	1.6	169	55.6	13	0	0.0	78.5%	1.30	50.9	24	1.8	0:18:22	20	1.5	1
Velazco, Miguel	55974	341	205	60.1	11	3.2	125	36.7	18	0	0.0	16.5%	1.54	54.8	33	1.9	0:20:16	0	0.0	8
Yunez, Canaan	59368	113	70	61.9	2	1.8	41	36.3	6	0	0.0	32.3%	1.50	41.1	16	2.7	0:18:01	0	0.0	0
		7730	3599	46.6	189	2.4	3942	51.0	306	10	0.0	23.5%	1.51	47.2	562	1.8	0:16:10	637	2.1	155

*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