

Georgia Poison Center Meeting Agenda

May 28th, 2024
Staff Meeting
1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – TM
- Open Positions/New Hires/ Position Changes/ Recognition – AY, SR, BO
- IceBreakers with KE, JG
- WELCOME MS. ASHLEY GRESHAM MSN, RN, CCRN – Grady VP ES (last min cancellation)

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

- Latest budget update

2:00 pm – Introduction to 988 – Mahogany Ellis, LPC, CPCS, DBHDD

2:30 pm – Iron Toxicity – Fatma Al Balushi, MD, International Tox Fellow

3:00 pm – Education Department – BO

- 2024 Education Outreach Projects

3:15 pm – Information Technology Update – GPL, SH, CNP IT

- Workstation Updates
- EFax Update
- Front Door Lock Update

3:30 PM – GPC Operation – GPL, SLH, PCF

- Stroke Update – JT
- NPDS Coding Survey, Answers – CH
- Crisis Call Guideline Review/ Update
- Hurt Security Phone Numbers
- ECMO Protocol Update
- PH Updates
- Special Call Designation Coding Reminders
- Food Borne Illness Module Review
- Visit by Congressman Carter
- QA Partner Change
- REAL TIME Updates
- W2W Schedule Updates

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY June 25th, 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 May 2024
P.O. BOX: 26066

DATE: May 28, 2024

Service
Call volume stats for May 2023 - May 2024

		May-23	May-24	% Change
Total Calls (Incoming)		6,338	5,916	-6.66%
Exposure Cases*		5,585	5,380	-3.67%
	Human	5,573	5,373	-3.59%
	Animal	12	7	-41.67%
Information Request		753	536	-28.82%
Public Health Situation		261	235	-9.96%
Pill Identification		20	8	-60.00%
Other		30	60	100.00%
Follow-ups		6,276	5,476	-12.75%
Customer Satisfaction				
Calls Abandoned		94	140	
Calls Accepted		7287	7296	
Abandoned Call Rate		1.3%	1.9%	
Customer Service Survey Completed				
	Live Agent	153	127	

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

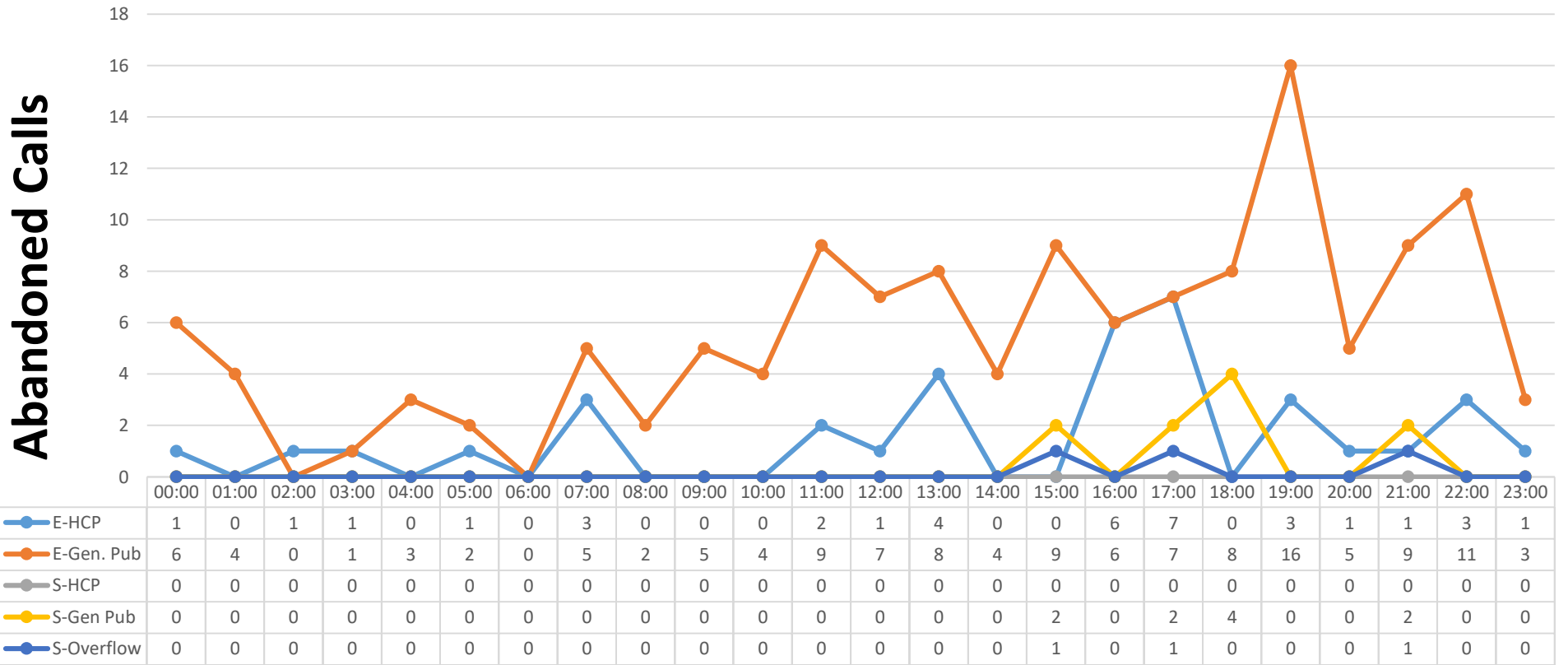
May Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1	2
	Time - Max Wait to Abandon	Time - Queued Max
E - GEN PUB	00:12:37 😞	00:12:14 😞
E - HCP	00:05:53 😊	00:12:16 😞

3	4	5
Breaks May 	Abandoned call rate May 2024	Surveys (minimum of 5 and no zeros) 
7 break was longer than 20 minutes	1.9% 	SPIs w/ zero surveys - 5 SPIs w/less than 5 surveys - 9

Abandoned Calls for May 1, 2023 - May 26, 2024



Total Calls Accepted = 7,296

Abandoned Calls = 140

Abandoned Call Rate = 1.9%

SPI Workload Report

May 1, 2024 - May 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	414	238	57.5	8	1.9	168	40.6	13.5	0	0.0	15.3%	2.28	34.9	22	1.6	0:16:14	47	3.5	5
Capell, Nicky	59651	539	295	54.7	11	2.0	233	43.2	16	0	0.0	13.5%	2.39	44.8	35	2.2	0:22:12	0	0.0	1
Debruyin, Brett	50190	563	0	0.0	0	0.0	563	100.0	10	0	0.0	96.1%	0.00	0.1	0	0.0	0:00:00	0	0.0	0
Douglas, Dionna	50884	530	250	47.2	15	2.8	265	50.0	16	0	0.0	18.1%	2.02	38.0	18	1.1	0:19:01	0	0.0	4
Evans, Donna	55779	616	255	41.4	9	1.5	352	57.1	17	0	0.0	22.4%	1.92	44.2	26	1.5	0:19:53	41	2.4	15
Going, Robert	50089	355	163	45.9	3	0.8	189	53.2	10	3	0.3	12.3%	2.08	45.9	23	2.3	1:21:52	0	0.0	5
Hamed, Sal	52698	938	487	51.9	27	2.9	424	45.2	23	0	0.0	8.8%	2.76	51.5	34	1.5	0:19:09	0	0.0	12
Hash, Christina	50081	440	251	57.0	9	2.0	180	40.9	14	2	0.1	12.6%	2.28	42.5	30	2.1	0:21:44	0	0.0	4
Heard, Julia	50358	561	220	39.2	11	2.0	330	58.8	18	0	0.0	19.3%	1.65	35.8	33	1.9	0:20:08	41	2.3	7
Kern, Perri	59631	705	349	49.5	13	1.8	343	48.7	17	2	0.1	16.8%	2.73	38.0	35	2.1	0:17:17	40	2.4	0
Kinan, Karen	59508	831	379	45.6	21	2.5	431	51.9	22	0	0.0	15.1%	2.30	44.2	37	1.7	0:17:31	0	0.0	62
Martin, Jill	57580	742	279	37.6	23	3.1	440	59.3	18	3	0.2	7.1%	2.12	54.8	11	0.6	0:06:49	61	3.4	4
Ngo, Kiet	54504	636	362	56.9	28	4.4	246	38.7	18	2	0.1	13.1%	2.68	46.3	41	2.3	0:42:16	0	0.0	1
Proshek, Crystal	56610	431	211	49.0	11	2.6	209	48.5	12	0	0.0	15.1%	2.29	52.2	26	2.1	0:22:17	0	0.0	0
Rentschler, Alexandra	53980	707	366	51.8	21	3.0	320	45.3	18	0	0.0	9.5%	2.76	44.7	29	1.7	0:17:36	10	0.6	2
Riddell, Sandra	54197	479	213	44.5	14	2.9	252	52.6	16	0	0.0	13.7%	1.77	56.3	39	2.4	0:17:11	75	4.7	1
Tully, Jason	56508	576	275	47.7	12	2.1	289	50.2	14	0	0.0	9.5%	2.48	40.9	27	1.9	0:19:34	0	0.0	2
Velazco, Miguel	55974	721	398	55.2	22	3.1	301	41.7	23	1	0.0	22.5%	2.26	44.3	39	1.7	0:21:35	0	0.0	0
Wright, Shannon	59820	508	271	53.3	18	3.5	219	43.1	17	1	0.1	13.8%	2.13	48.7	34	2.0	0:17:34	0	0.0	2
Yunez, Canaan	59368	213	122	57.3	15	7.0	76	35.7	8	2	0.3	28.0%	2.28	37.5	18	2.4	0:18:18	0	0.0	0
		11505	5384	46.8	291	2.5	5830	50.7	320	16	0.0	19.1%	2.15	42.7	557	1.7	0:21:55	315	1.0	127

*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