

Georgia Poison Center Meeting Agenda

June 25th, 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 – Med/ Clinical/ Intl Tox Fellows

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

2:00 pm – Saved By The “Bol”us – Amber Patt, PharmD, Clin Tox Fellow

3:00 pm – Education Department – BO

- 2024 Education Outreach Projects

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

- Workstation Updates
- Staff replacement update
- Front Door Lock Update
- EFax Update

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

- Stroke Update – JT
- NPDS Coding Survey, Answers – CH
- Crisis Call Guideline Review
- ECMO Protocol Update
- PH Updates
- Special Call Designation Coding Reminders
- Food Borne Illness Module Review
- Diamond Shruumz
- REAL TIME Updates
- W2W Schedule Updates

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY July 30th, 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 June 2024
P.O. BOX: 26066

DATE: June 25, 2024

Service

Call volume stats for June 20223 - June 2024

	June-23	June-24	% Change
Total Calls (Incoming)	5,762	5,038	-12.57%
Exposure Cases*	5,121	4,536	-11.42%
Human	5,100	4,534	-11.10%
Animal	21	2	-90.48%
Information Request	641	502	-21.68%
Public Health Situation	246	258	4.88%
Pill Identification	7	9	28.57%
Other	42	40	-4.76%
Follow-ups	5,560	4,646	-16.44%
Customer Satisfaction			
Calls Abandoned	6952	6121	
Calls Accepted	52	86	
Abandoned Call Rate	0.7%	1.4%	

Customer Service Survey Completed

Live Agent	202	126
------------	------------	------------

Year-to-Date (6 months)

	2023	2024	% Change
Total Calls (Incoming)	40,066	37,552	-6.27%
Exposure Cases*	35,626	33,921	-4.79%
Human	34,849	33,895	-2.74%
Animal	777	26	-96.65%
Information Request	4,440	3,631	-18.22%
Public Health Situation	1,681	1,724	2.56%
Pill Identification	91	58	-36.26%
Other	284	335	17.96%
Follow-ups	39,940	38,918	-2.56%
Customer Satisfaction			
Calls Abandoned	424	460	
Calls Accepted	42094	39010	
Abandoned Call Rate	1.0%	1.2%	

Customer Service Survey Completed

Live Agent	1380	1,026	-25.65%
------------	-------------	--------------	---------

New Incentive Metrics – Beginning February 2020

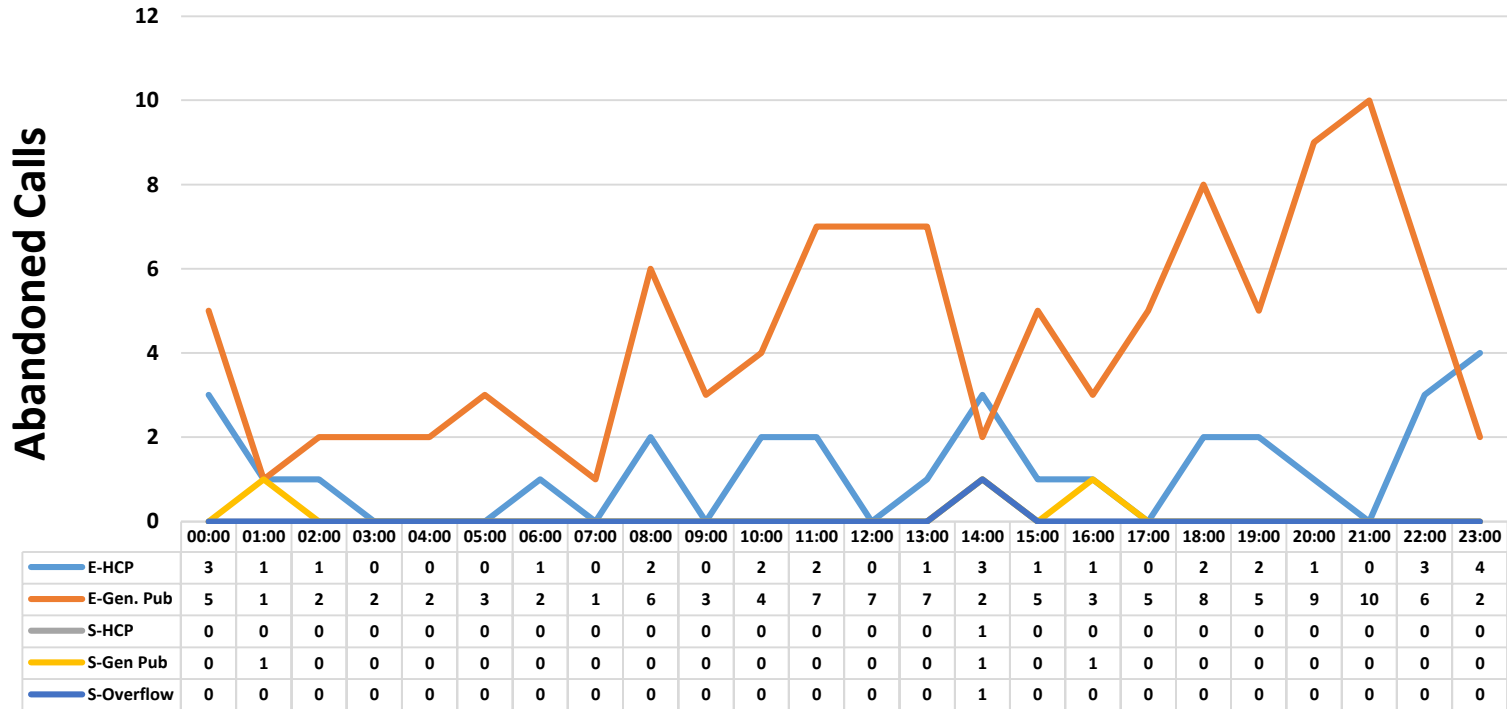
- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
 - **Surveys**
 - Minimum of 5 surveys
 - No zeroes allowed
 - **Breaks**
 - The longest break cannot exceed **20 min**
 - **Max wait to abandon***
 - Not to exceed **10 min** for a single person 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 June 1, 2024 - June 23, 2024



Total Calls Accepted = 6,121

Abandoned Calls = 86

Abandoned Call Rate = 1.4%

SPI Workload Report

June 1, 2024 - June 23, 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	540	285	52.8	15	2.8	240	44.4	18	0	0.0	15.1%	2.08	34.1	28	1.6	0:17:17	41	2.3	12
Capell, Nicky	59651	353	185	52.4	10	2.8	158	44.8	12	0	0.0	14.2%	2.10	47.3	28	2.4	0:20:47	12	1.0	1
Debruyne, Brett	50190	474	0	0.0	0	0.0	474	100.0	9	0	0.0	99.8%	0.00	0.1	0	0.0	0:00:00	28	3.1	0
Douglas, Dionna	50884	509	258	50.7	11	2.2	240	47.2	16	0	0.0	11.8%	2.04	43.0	33	2.0	0:19:13	15	0.9	11
Ellis, Kayla	56239	233	110	47.2	3	1.3	120	51.5	14	3	0.2	49.2%	1.01	27.2	14	1.0	0:17:24	0	0.0	0
Evans, Donna	55779	487	204	41.9	9	1.8	274	56.3	16	1	0.1	22.3%	1.65	47.7	33	2.0	0:24:30	67	4.1	6
Going, Robert	50089	61	25	41.0	0	0.0	36	59.0	2	0	0.0	10.6%	1.56	51.0	4	2.0	0:22:48	0	0.0	0
Hamed, Sal	52698	670	379	56.6	24	3.6	267	39.9	19	1	0.1	10.1%	2.69	54.8	29	1.5	0:16:18	0	0.0	1
Hash, Christina	50081	548	288	52.6	15	2.7	245	44.7	19	2	0.1	14.9%	2.01	39.2	36	1.9	0:17:42:1	0	0.0	15
Heard, Julia	50358	749	280	37.4	9	1.2	460	61.4	22	0	0.0	16.9%	1.62	40.3	46	2.1	0:17:27	32	1.4	16
Kern, Perri	59631	669	338	50.5	5	0.7	326	48.7	16	2	0.1	18.7%	2.64	38.3	34	2.1	0:17:18	30	1.8	0
Kinan, Karen	59508	415	205	49.4	16	3.9	194	46.7	11	0	0.0	13.7%	2.46	51.7	21	1.9	0:16:31	0	0.0	56
Martin, Jill	57580	523	177	33.8	43	8.2	303	57.9	15	2	0.1	8.5%	1.83	60.3	10	0.7	0:07:19	85	5.6	1
Ngo, Kiet	54504	514	298	58.0	18	3.5	198	38.5	16	2	0.1	12.4%	2.47	49.9	34	2.1	0:23:51	0	0.0	0
Proshek, Crystal	56610	515	235	45.6	22	4.3	258	50.1	15	1	0.1	12.3%	2.14	57.4	36	2.4	0:17:21	0	0.0	0
Rentschler, Alexandra	53980	580	320	55.2	15	2.6	245	42.2	17	0	0.0	9.5%	2.43	48.3	29	1.7	0:17:35	18	1.0	2
Riddell, Sandra	54197	223	116	52.0	7	3.1	100	44.8	9	0	0.0	13.0%	1.80	50.8	24	2.8	0:28:33	40	4.7	1
Tully, Jason	56508	489	257	52.6	18	3.7	214	43.8	15	0	0.0	10.7%	2.32	46.4	23	1.5	0:17:18	9	0.6	3
Velazco, Miguel	55974	399	223	55.9	8	2.0	168	42.1	15	0	0.0	15.7%	1.93	50.5	27	1.8	0:18:20	0	0.0	0
Wright, Shannon	59820	465	263	56.6	15	3.2	187	40.2	16	0	0.0	11.8%	2.17	45.1	36	2.3	0:17:27	6	0.4	1
Yunez, Canaan	59368	160	99	61.9	8	5.0	53	33.1	6	1	0.2	17.0%	2.43	46.7	12	2.2	0:18:07	0	0.0	0
		9576	4545	47.5	271	2.8	4760	49.7	298	15	0.1	19.4%	1.96	44.8	537	1.8	0:17:46	383	1.3	126

*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

June 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	00:06:48		00:17:36	
E - HCP	00:05:06		00:20:53	

3	4	5
Breaks June 	Abandoned call rate June 2024	Surveys (minimum of 5 and no zeros) 
5 break was longer than 20 minutes	1.4% 	SPIs w/ zero surveys - 8 SPIs w/less than 5 surveys - 6