

Georgia Poison Center Meeting Agenda

July 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 – New Tox Fellows – PharmD, Med, International. IT – ‘AJ’

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

2:00 pm – Education Department – BO

- 2024 Education Outreach Projects
- AgriTOX Class

2:15 pm – Information Technology Update – GPL, SH, CNP IT

- Workstation Updates
- Front Door Lock Update
- EFax Update
- CrowdStrike/ Microsoft Issue
- Clayton County

2:30 PM – GPC Operation – GPL, SLH, PCF

- NACCT 2024
- NPDS Coding Survey, Answers – CH
- Crisis Call Guideline Review
- PH Updates
- GPC Staff Evaluations
- Physostigmine Update
- Texting and Documenting
- Special Call Designation Coding Reminders
- Food Borne Illness Module Review
- Diamond Shruumz
- REAL TIME Updates
- W2W Schedule updates
- Grady annual training modules
- Misc Others

4:30 pm – Meeting Adjourned

******* Next Meeting TUESDAY August 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 July 2024
P.O. BOX: 26066





DATE: July 29, 2024




Service
Call volume stats for July 2023 - July 2024

	July-23	July-24	% Change
Total Calls (Incoming)	5,195	6,165	18.67%
Exposure Cases*	4,588	5,472	19.27%
Human	4,580	5,472	19.48%
Animal	8	0	-100.00%
Information Request	607	693	14.17%
Public Health Situation	215	310	44.19%
Pill Identification	15	2	-86.67%
Other	47	38	-19.15%
Follow-ups	5,079	5,993	18.00%
Customer Satisfaction			
Calls Abandoned	87	219	
Calls Accepted	6144	7890	
Abandoned Call Rate	1.4%	2.8%	
Customer Service Survey Completed			
Live Agent	107	184	

July 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	00:08:32 	00:11:32 
E - HCP	00:08:53 	00:11:16 

3	4	5
Breaks July 	Abandoned call rate July 2024	Surveys (minimum of 5 and no zeros) 
3 break was longer than 20 minutes	2.8% 	SPIs w/ zero surveys - 7 SPIs w/less than 5 surveys - 8

SPI Workload Report

July 1, 2024 - July 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	476	245	51.5	11	2.3	220	46.2	21	0	0.0	16.3%	1.52	40.0	33	1.6	0:16:33	0	0.0	11
Capell, Nicky	59651	361	185	51.2	6	1.7	170	47.1	18	0	0.0	12.8%	1.36	50.4	41	2.3	0:17:51	0	0.0	2
Debruyne, Brett	50190	520	0	0.0	0	0.0	520	100.0	12	0	0.0	99.7%	0.00	0.1	0	0.0	0:00:00	0	0.0	0
Douglas, Dionna	50884	325	152	46.8	8	2.5	165	50.8	16	0	0.0	13.3%	1.24	47.5	33	2.0	0:19:38	0	0.0	7
Ellis, Kayla	56239	328	151	46.0	6	1.8	171	52.1	14	0	0.0	22.2%	1.40	42.5	30	2.1	0:17:50	0	0.0	0
Evans, Donna	55779	333	140	42.0	4	1.2	189	56.8	14	0	0.0	19.8%	1.25	49.6	31	2.1	0:23:06	81	5.6	13
Going, Robert	50089	128	58	45.3	0	0.0	70	54.7	5	0	0.0	8.6%	1.61	52.0	10	2.2	0:16:12	0	0.0	0
Hamed, Sal	52698	644	360	55.9	24	3.7	260	40.4	23	0	0.0	9.2%	2.06	53.4	38	1.6	0:15:57	0	0.0	15
Hash, Christina	50081	631	311	49.3	18	2.9	302	47.9	25	0	0.0	13.2%	1.68	42.0	50	2.0	0:17:07	0	0.0	2
Heard, Julia	50358	350	132	37.7	4	1.1	214	61.1	18	0	0.0	16.8%	0.95	36.8	32	1.8	0:17:17	20	1.1	11
Kern, Perri	59631	631	288	45.6	12	1.9	331	52.5	22	3	0.1	17.5%	1.74	41.8	49	2.3	0:17:32	40	1.9	1
Kinan, Karen	59508	813	380	46.7	22	2.7	411	50.6	28	0	0.0	16.5%	1.79	46.0	45	1.6	0:18:16	0	0.0	113
Martin, Jill	57580	519	184	35.5	15	2.9	320	61.7	19	2	0.1	7.1%	1.30	48.5	11	0.6	0:10:55	9	0.5	3
Ngo, Kiet	54504	420	274	65.2	9	2.1	137	32.6	21	0	0.0	11.9%	1.70	53.8	45	2.2	0:18:30	0	0.0	3
Proshek, Crystal	56610	285	142	49.8	13	4.6	130	45.6	13	1	0.1	11.0%	1.46	57.9	28	2.1	0:23:27	0	0.0	0
Rentschler, Alexandra	53980	515	273	53.0	7	1.4	235	45.6	14	0	0.0	11.1%	2.55	44.9	24	1.7	0:16:53	0	0.0	1
Riddell, Sandra	54197	376	158	42.0	10	2.7	208	55.3	20	0	0.0	18.4%	1.05	50.1	50	2.5	0:17:25	80	4.0	1
Tully, Jason	56508	391	186	47.6	11	2.8	194	49.6	17	1	0.1	11.6%	1.49	45.7	32	1.9	0:21:53	2	0.1	0
Velazco, Miguel	55974	458	271	59.2	10	2.2	177	38.6	20	0	0.0	23.0%	1.76	43.0	36	1.8	0:17:06	0	0.0	0
Wright, Shannon	59820	251	145	57.8	8	3.2	98	39.0	17	0	0.0	12.3%	1.16	53.6	29	1.8	0:17:38	15	0.9	1
Yunez, Canaan	59368	246	144	58.5	12	4.9	90	36.6	9	0	0.0	19.6%	2.17	48.0	25	2.8	0:18:41	0	0.0	0
		9001	4179	46.4	210	2.3	4612	51.2	364	7	0.0	18.7%	1.49	45.4	672	1.8	0:17:08	247	0.7	184

*RPH - The number of incoming calls received when logged into the Shortel Contact Center System.

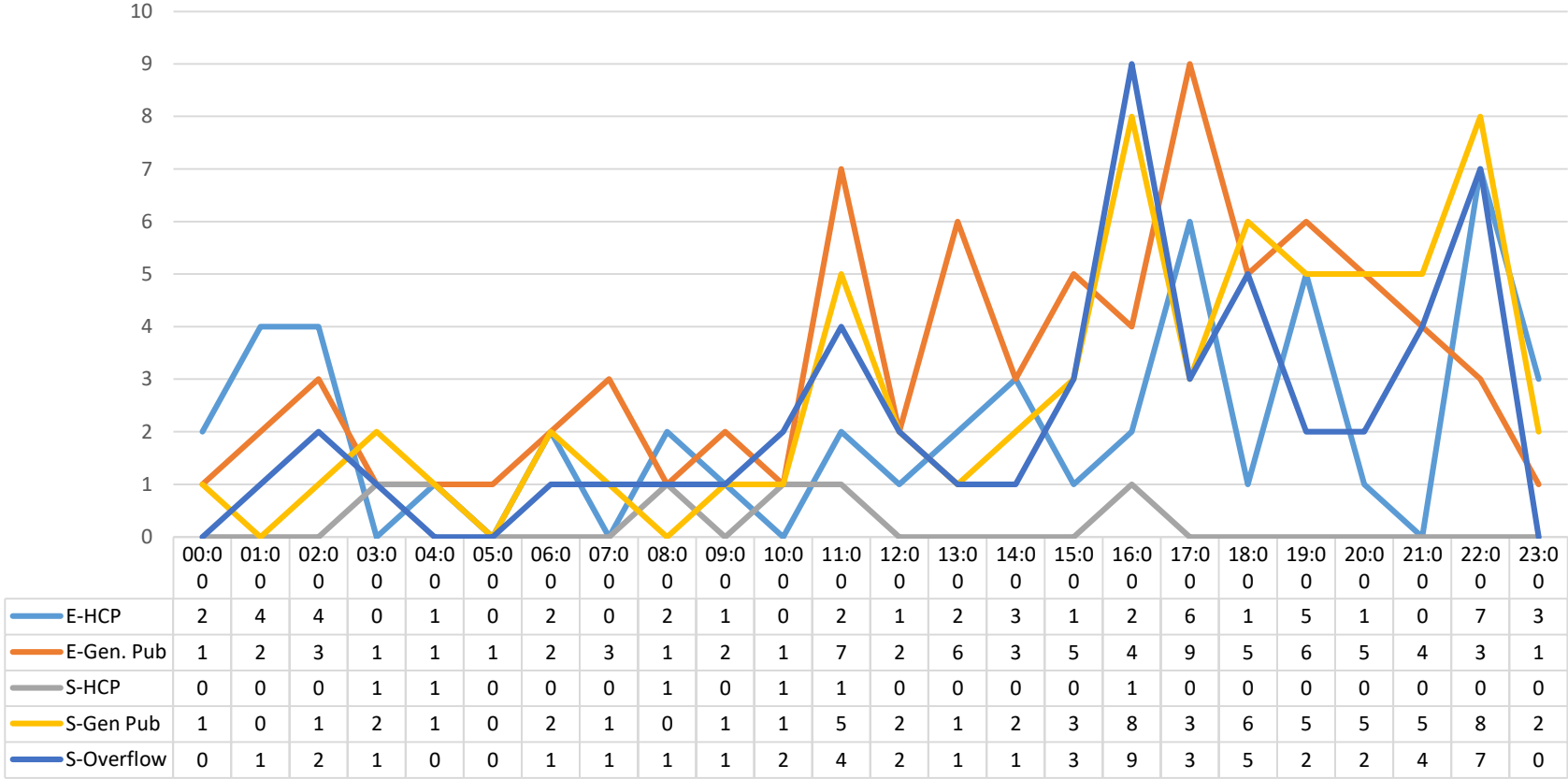
*Chart Generation per hour - The number of charts (exposure + information) generated per shift.

*% Release - This number reflects the amount of time in the office.

*Breaks - The longest break will not exceed 30 minutes

Abandoned Calls for July 1, 2024 - July 28, 2024

Abandoned Calls



Total Calls Accepted = 7,890
Abandoned Calls = 219
Abandoned Call Rate = 2.8%