

Georgia Poison Center Meeting Agenda

November 19th, 2024
Staff Meeting
1:30pm-4:30pm

Special Guests: Ashley W. Gresham MSN, RN, CCRN, Vice President, Emergency Services
Bernard Gordon, HR Specialist

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

- FMLA/ Resignations/ Terminations – none
- Open Positions/New Hires/ Position Changes/ Recognition – CP, NC, JT, AJ

1:40 pm – Education Department – BO

- 2024 Education Outreach Projects
 - o AY 150 clinic workers Gwinnett
 - o BO- HF in Cartersville
- Storm Safety material development

1:50 pm – Medical Director Update – Robert Geller, MD

- TS/QB Updates
- Transition

2:00 pm – Lactate in Toxicology – Al Yaqdhan Al Atbi, MD, Tox Fellow

2:45 pm – Information Technology Update – GPL, SH, RJG, CNP IT

- Next TS roll-out
- CHAT Update
- Front Door Lock Update
- Proofpoint Essentials
- Bezoar Update

3:00 PM – GPC Operation – GPL, SLH, PCF, CH

- Coding Survey - CH
- Grady AMT '24
- PH Updates
- SS Duty Discussion
- New SPI CE
- PharmD Students
- Texting Platform Changes
- REAL TIME Updates
- W2W Schedule Updates
- Parking update
- Engagement survey
- Giveaways
- Reporting changes (PF)

4:30 pm – Meeting Adjourned

******* Next Meeting... TBA**

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 November 2024
P.O. BOX: 26066

DATE: November 19, 2024

Service

Call volume stats for November 2023 - November 2024

	November-23	November-24	% Change
Total Calls (Incoming)	3,549	3,642	2.62%
Exposure Cases*	3,194	3,321	3.98%
Human	3,189	3,317	4.01%
Animal	5	4	-20.00%
Information Request	355	321	-9.58%
Public Health Situation	140	138	-1.43%
Pill Identification	8	9	12.50%
Other	37	35	-5.41%
Follow-ups	3,505	3,567	1.77%
Customer Satisfaction			
Calls Abandoned	47	11	
Calls Accepted	4395	1659	
Abandoned Call Rate	1.1%	0.7%	
Customer Service Survey Completed			
Live Agent	131	100	

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 November 1, 2024 - November 17, 2024







Total Calls Accepted = 1,659




Abandoned Calls = 11

Abandoned Call Rate = 0.7%

November 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	00:06:27		00:06:35	
E - HCP	00:02:55		00:06:24	

3	4	5
Breaks September 	Abandoned call rate November 2024	Surveys (minimum of 5 and no zeros) 
1 breaks were longer than 20 minutes	0.7% 	SPIs w/ zero surveys - 8 SPIs w/less than 5 surveys - 9

SPI Workload Report

November 1, 2024 - November 17, 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	309	180	58.3	6	1.9	123	39.8	11	0	0.0	4.6%	2.11	40.2	8	0.7	0:15:44	40	3.6	1
Capell, Nicky	59651	360	191	53.1	10	2.8	159	44.2	11	0	0.0	4.0%	2.28	39.3	9	0.8	0:16:08	21	1.9	0
Debruy, Brett	50190	398	0	0.0	0	0.0	398	100.0	7	0	0.0	28.0%	0.00	0.0	0	0.0	0:00:00	25	3.6	0
Douglas, Dionna	50884	298	163	54.7	6	2.0	129	43.3	10	0	0.0	5.4%	2.10	43.7	3	0.3	0:18:43	0	0.0	3
Ellis, Kayla	56239	389	207	53.2	10	2.6	172	44.2	12	0	0.0	8.1%	2.26	39.4	7	0.6	0:20:17	0	0.0	1
Evans, Donna	55779	239	103	43.1	4	1.7	132	55.2	10	1	0.1	6.4%	1.33	55.6	9	0.9	0:16:57	30	3.0	5
Going, Robert	50089	139	40	28.8	0	0.0	99	71.2	3	0	0.0	0.0%	1.67	49.5	0	0.0	0:00:00	0	0.0	0
Hamed, Sal	52698	733	280	38.2	20	2.7	433	59.1	14	0	0.0	2.7%	2.66	56.4	5	0.4	0:15:10	0	0.0	7
Hash, Christina	50081	177	99	55.9	9	5.1	69	39.0	8	0	0.0	3.9%	1.71	50.6	3	0.4	0:15:21	0	0.0	0
Heard, Julia	50358	345	132	38.3	7	2.0	206	59.7	12	0	0.0	1.6%	1.46	41.2	3	0.3	0:16:57	6	0.5	7
Kern, Perri	59631	397	178	44.8	6	1.5	213	53.7	10	0	0.0	7.0%	2.27	39.9	10	1.0	0:16:15	35	3.5	1
Kinan, Karen	59508	686	312	45.5	24	3.5	350	51.0	16	1	0.1	6.0%	2.59	49.9	10	0.6	0:16:19	0	0.0	62
Martin, Jill	57580	532	178	33.5	5	0.9	349	65.6	11	1	0.1	4.1%	2.04	58.2	0	0.0	0:00:00	33	2.9	2
Ngo, Kiet	54504	407	239	58.7	22	5.4	146	35.9	13	0	0.0	5.2%	2.46	49.5	9	0.7	0:17:32	0	0.0	1
Proshek, Crystal	56610	291	151	51.9	10	3.4	130	44.7	9	1	0.1	6.2%	2.24	58.1	9	1.0	0:17:43	69	7.7	4
Rentschler, Alexandra	53980	176	93	52.8	10	5.7	73	41.5	5	0	0.0	0.0%	2.58	52.6	0	0.0	0:00:00	0	0.0	0
Riddell, Sandra	54197	371	192	51.8	10	2.7	169	45.6	13	0	0.0	4.2%	1.94	51.5	12	0.9	0:16:26	61	4.7	0
Tully, Jason	56508	363	188	51.8	11	3.0	164	45.2	11	0	0.0	5.0%	2.26	46.6	8	0.7	0:17:15	0	0.0	2
Velazco, Miguel	55974	337	181	53.7	15	4.5	141	41.8	12	0	0.0	10.2%	2.06	45.6	11	0.9	0:16:51	0	0.0	0
Wright, Shannon	59820	255	140	54.9	2	0.8	113	44.3	9	0	0.0	3.8%	1.99	50.4	5	0.6	0:18:55	6	0.7	2
Yunez, Canaan	59368	35	21	0.0	2	0.0	12	0.0	2	0	0.0	27.5%	1.92	41.6	3	2.0	0:18:59	0	0.0	0
7237		3268	45.2	189	2.6	3780	52.2	209	4	0.0	6.9%	1.99	46.0	124	0.6	0:13:53	326	1.6	98	

*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