

# Georgia Poison Center Meeting Agenda

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January 28<sup>th</sup>, 2025

Staff Meeting

1:30pm-4:30pm

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

- FMLA/ Resignations/ Terminations – KD
- Open Positions/New Hires/ Position Changes/ Recognition – DB, BD, BG, CH, JH, JM, AR, CP

**1:40 pm – Education Department – BO**

- 2025 Education Outreach Projects - NPPW
- CEUs for Training Course - Annual Report

**1:45 pm – HR Update-** Bernard Gordon, HRC

**1:50 pm – Medical Director Update – Brent Morgan, MD**

- APAP and Tox Notification Updates

**2:00 pm – Hypoglycemic Agents Toxicity – Duaa Al Lawati, MD, Tox Fellow**

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

- Server Room Update - BE AVAYA READY, every shift!
- Recent Avaya/ Mitel Issues - Other outstanding issues
- Bandwidth Update

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

- Coding Survey - CH
- Grady Updates
- PH Updates
- SS Duty Update
- APAP Guideline Updates
- When to Call Tox Updates
- Review Rad Modules
- New QA Partner – 1<sup>st</sup> Qtr
- 2025 STP Updates
- 2025 Staff Meetings
- New SPI CE
- Feb PharmD Students
- REAL TIME Updates
- W2W Schedule Updates
- Tox Fellow Candidates 2/6
- Clayton County site 2025
- BioLab claims update
- ToxSentry and Canada
- TJC in house
- Remote working updates

**4:30 pm – Meeting Adjourned**

**\*\*\*\*\* Next Meeting February 25<sup>th</sup>, 2025 1:30p to 4:30p \*\*\*\*\***

**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 January 2025  
**P.O. BOX:** 26066

**DATE:** January 28, 2025

**Service**  
**Call volume stats for January 2024 - January 2025**

	<b>January-24</b>	<b>January-25</b>	<b>% Change</b>
<b>Total Calls (Incoming)</b>	<b>5,325</b>	<b>5,265</b>	-1.13%
<b>Exposure Cases*</b>	<b>4,835</b>	<b>4,736</b>	-2.05%
Human	4,831	4,734	-2.01%
Animal	4	2	-50.00%
<b>Information Request</b>	<b>490</b>	<b>529</b>	7.96%
Public Health Situation	221	245	10.86%
Pill Identification	10	8	-20.00%
Other	36	39	8.33%
<b>Follow-ups</b>	<b>5,681</b>	<b>5,116</b>	-9.95%
<b>Customer Satisfaction</b>			
Calls Abandoned	50	87	
Calls Accepted	6870	5765	
Abandoned Call Rate	0.7%	1.5%	
<b>Customer Service Survey Completed</b>			
Live Agent	<b>171</b>	<b>114</b>	

## 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

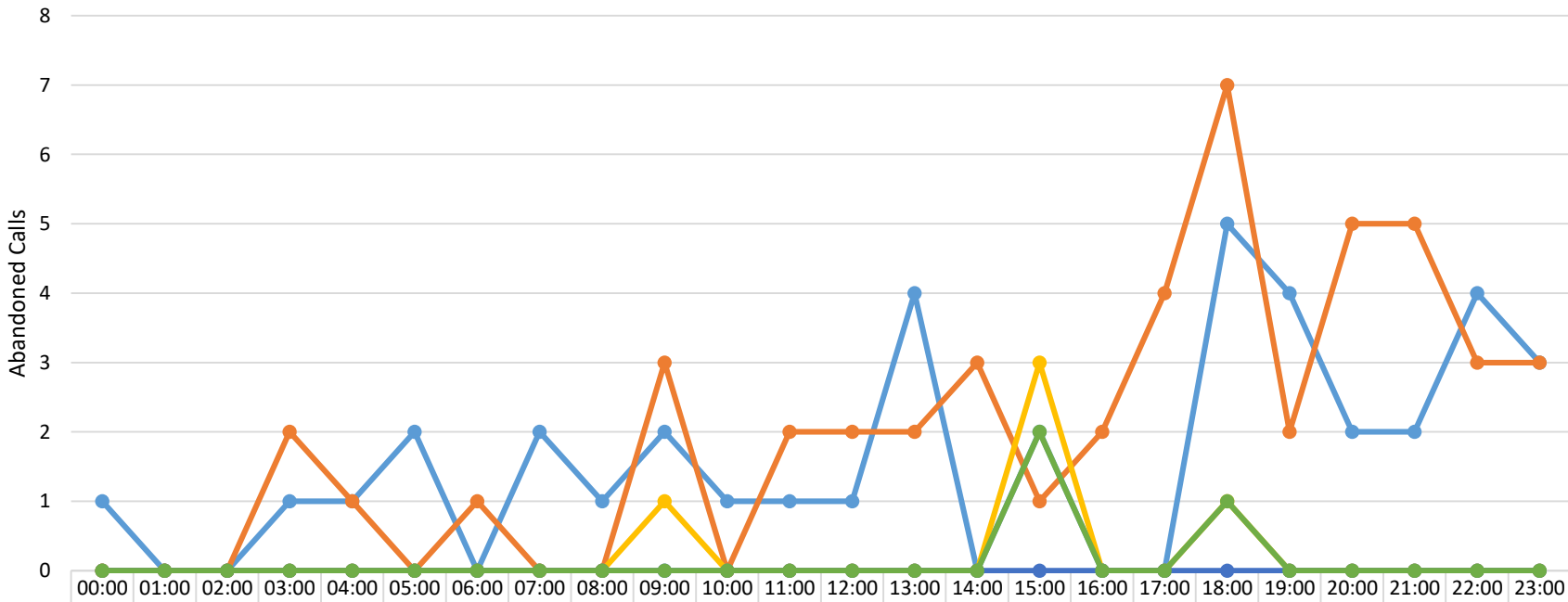
# January Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1 Time - Max Wait to Abandon	2 Time - Queued Max
E - GEN PUB	00:06:01 	00:10:13 
E - HCP	00:05:19 	00:14:21 

3	4	5
<b>Breaks</b> January 	<b>Abandoned</b> <b>call rate</b> January 2025	<b>Surveys</b> (minimum of 5 and no zeros)
<b>3</b> breaks were longer than 20 minutes	<b>1.5%</b> 	SPIs w/ zero surveys - <b>8</b> SPIs w/less than 5 surveys - <b>6</b>

## Abandoned Calls for January 1, 2025 - January 26, 2025



	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
E-HCP	1	0	0	1	1	2	0	2	1	2	1	1	1	4	0	2	0	0	5	4	2	2	4	3
E-Gen. Pub	0	0	0	2	1	0	1	0	0	3	0	2	2	2	3	1	2	4	7	2	5	5	3	3
S-HCP	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	1	0	0	0	0	0
S-Gen Pub	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
S-Overflow	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0

Total Calls Accepted = 5,765  
 Abandoned Calls = 87  
 Abandoned Call Rate = 1.5%

# SPI Workload Report

January 1, 2025 - January 26, 2025

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	528	277	52.5	15	2.8	236	44.7	19	1	0.1	29.5%	1.92	38.9	34	1.8	0:39:54	45	2.4	5
Capell, Nicky	59651	441	228	51.7	7	1.6	206	46.7	15	0	0.0	14.4%	1.96	47.4	27	1.8	0:22:51	0	0.0	0
Debruyne, Brett	50190	418	0	0.0	0	0.0	418	100.0	8	0	0.0	99.3%	0.00	0.1	0	0.0	0:00:00	0	0.0	0
Douglas, Dionna	50884	481	249	51.8	10	2.1	222	46.2	18	0	0.0	14.9%	1.79	49.9	27	1.5	0:18:28	0	0.0	5
Ellis, Kayla	56239	519	305	58.8	25	4.8	189	36.4	20	2	0.1	19.4%	2.06	42.8	33	1.7	0:17:48	0	0.0	1
Evans, Donna	55779	415	168	40.5	6	1.4	241	58.1	15	3	0.2	18.0%	1.43	52.9	28	1.8	0:18:56	55	3.6	14
Going, Robert	50089	167	62	37.1	0	0.0	105	62.9	4	0	0.0	10.6%	1.76	56.0	9	2.0	0:16:18	0	0.0	2
Hamed, Sal	52698	823	323	39.2	21	2.6	479	58.2	16	1	0.1	33.3%	2.69	48.1	22	1.4	0:46:32	0	0.0	7
Hash, Christina	50081	455	250	54.9	16	3.5	189	41.5	19	0	0.0	12.6%	1.75	50.4	30	1.6	0:17:48	0	0.0	0
Heard, Julia	50358	649	242	37.3	11	1.7	396	61.0	22	1	0.0	24.1%	1.42	38.8	40	1.8	0:18:37	7	0.3	11
Kern, Perri	59631	626	283	45.2	13	2.1	330	52.7	18	0	0.0	51.2%	2.06	43.8	47	2.6	0:17:20	25	1.4	6
Kinan, Karen	59508	782	342	43.7	22	2.8	418	53.5	21	0	0.0	14.1%	2.20	52.5	38	1.8	0:16:28	0	0.0	55
Martin, Jill	57580	629	197	31.3	16	2.5	416	66.1	15	0	0.0	17.7%	1.76	53.0	7	0.5	0:06:11	49	3.2	0
Ngo, Kiet	54504	596	356	59.7	24	4.0	216	36.2	19	3	0.2	24.8%	2.50	54.3	40	2.1	0:19:39	0	0.0	0
Proshek, Crystal	56610	480	223	46.5	14	2.9	243	50.6	15	0	0.0	13.4%	1.94	58.9	26	1.7	0:17:26	0	0.0	1
Rentschler, Alexandra	53980	531	318	59.9	17	3.2	196	36.9	17	1	0.1	13.4%	2.54	51.0	25	1.5	0:17:40	0	0.0	0
Riddell, Sandra	54197	380	164	43.2	9	2.4	207	54.5	14	1	0.1	15.9%	1.54	52.6	29	2.1	0:17:27	66	4.7	1
Tully, Jason	56508	520	270	51.9	20	3.8	230	44.2	19	0	0.0	11.6%	1.96	49.9	28	1.5	0:16:24	0	0.0	2
Velazco, Miguel	55974	408	246	60.3	23	5.6	139	34.1	19	1	0.1	18.6%	1.79	53.6	29	1.5	0:19:15	0	0.0	0
Wright, Shannon	59820	444	229	51.6	13	2.9	202	45.5	17	0	0.0	16.9%	1.78	50.2	35	2.1	0:18:16	0	0.0	4
Yunez, Canaan	59368	26	16	0.0	2	0.0	8	0.0	1	0	0.0	29.8%	2.25	41.9	3	3.0	0:16:02	0	0.0	0
		<b>10318</b>	<b>4748</b>	<b>46.0</b>	<b>284</b>	<b>2.8</b>	<b>5286</b>	<b>51.2</b>	<b>330</b>	<b>14</b>	<b>0.0</b>	<b>24.0%</b>	<b>1.86</b>	<b>47.4</b>	<b>557</b>	<b>1.7</b>	<b>0:19:01</b>	<b>247</b>	<b>0.7</b>	<b>114</b>

\*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