

# -Georgia Poison Center Meeting Agenda

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February 25<sup>th</sup>, 2025  
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 – DE, TW

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

- 2025 Education Outreach Projects
- NPPW

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

**2:00 pm – Gas Station Toxicology – Drew Yetka, PharmD, Clin Tox Fellow**

**2:45 pm – Radiation Drill and RITN Review – Drs. Kiernan, Ebersole, and Lopachin – Med Tox Team**

**3:25 pm – Information Technology Update – GPL, SH, CNP IT**

- Server Room Update
- Server Updates, 3/4
- Bandwidth Update
- PAQ issues
- HCF Priority
- BE AVAYA READY, every shift!

**3:40 PM – GPC Operation – GPL, SLH, PCF, CH**

- Coding Survey, CH
- REAL TTIME Updates
- W2W Updates
- New QA Partner
- 2025 STP Updates
- New SPI CE
- Review Rad Modules
- Feb/March PharmD Students
- Grady Updates
- PH Updates
- ECMO Updates
- Consultation coding
- PCLM '25
- Hurt Parking stickers
- APC certification criteria (TW)
- Employment engagement results (March)
  - Major Themes
    - Compensation
    - Work Experience
    - Professional Development
    - Salary and Benefits
  - Trends
    - + Work Environment
    - Desire for Growth
    - Compensation
    - Communication
- Takeaways

**4:30 pm – Meeting Adjourned**

**\*\*\*\*\* Next Meeting March 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 February 2025  
**P.O. BOX:** 26066

**DATE: February 25, 2025**

**Service**

**Call volume stats for February 2024 - February 2025**

	<b>February-24</b>	<b>February-25</b>	<b>% Change</b>
<b>Total Calls (Incoming)</b>	<b>5,394</b>	<b>5,020</b>	-6.93%
<b>Exposure Cases*</b>	<b>4,806</b>	<b>4,531</b>	-5.72%
Human	4,801	4,529	-5.67%
Animal	5	2	-60.00%
<b>Information Request</b>	<b>588</b>	<b>489</b>	-16.84%
Public Health Situation	255	208	-18.43%
Pill Identification	9	7	-22.22%
Other	57	31	-45.61%
<b>Follow-ups</b>	<b>4,982</b>	<b>4,856</b>	-2.53%
<b>Customer Satisfaction</b>			
Calls Abandoned	67	74	
Calls Accepted	4932	5953	
Abandoned Call Rate	1.4%	1.2%	
<b>Customer Service Survey Completed</b>			
Live Agent	<b>124</b>	<b>81</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**

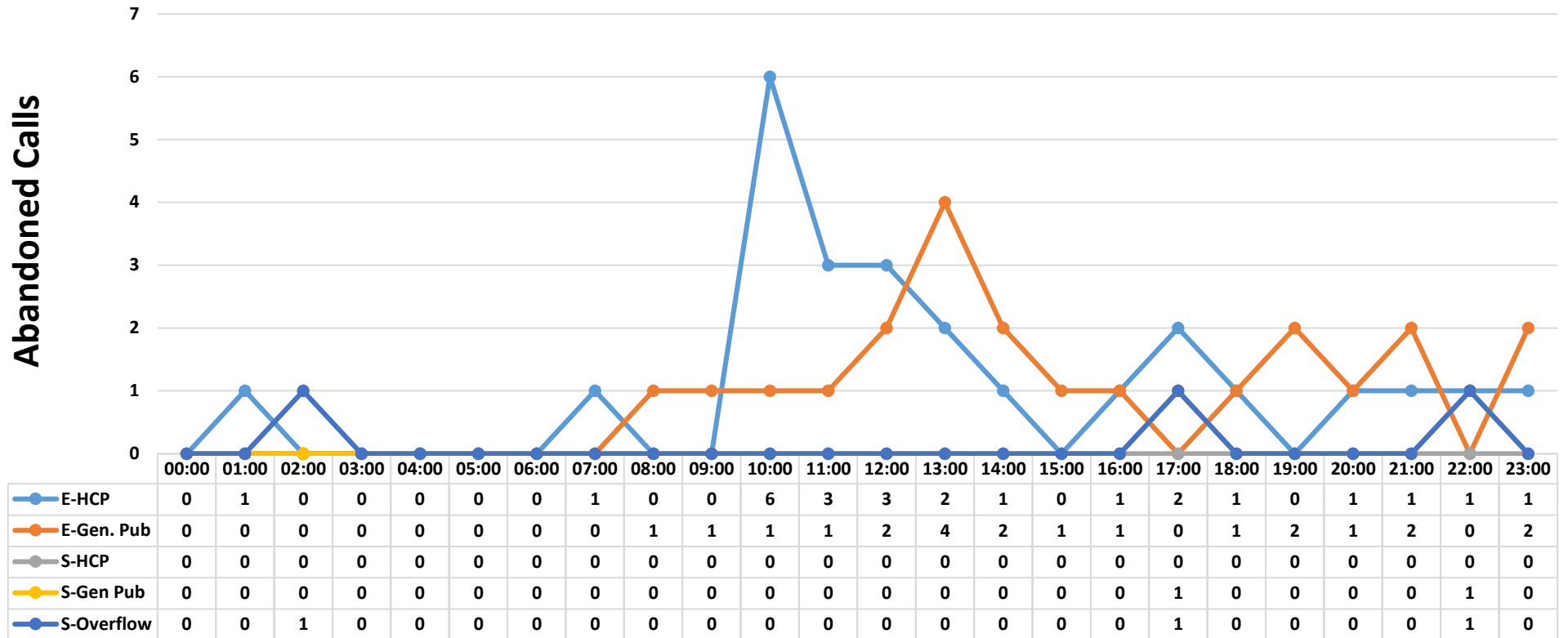
# February Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1		2	
	Time - Max Wait to Abandon		Time – Queued Max	
E - GEN PUB	00:04:48		00:09:02	
E - HCP	00:05:20		00:09:37	

3	4	5
<b>Breaks</b> January 	<b>Abandoned call rate</b> February 2025	<b>Surveys</b> (minimum of 5 and no zeros)
4 breaks were longer than 20 minutes	<b>1.2%</b> 	SPIs w/ zero surveys - 9 SPIs w/less than 5 surveys - 7

## Abandoned Calls for February 1, 2025 - February 23, 2025



Total Calls Accepted = 5,953

Abandoned Calls = 74

Abandoned Call Rate = 1.2%

# SPI Workload Report

February 1, 2025 - February 23, 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	437	248	56.8	14	3.2	175	40.0	16	0	0.0	14.4%	2.02	39.6	33	2.0	0:16:40	68	4.2	7
Capell, Nicky	59651	389	217	55.8	12	3.1	160	41.1	14	0	0.0	14.8%	2.03	48.4	31	2.2	0:18:11	0	0.0	0
Debruyne, Brett	50190	349	0	0.0	0	0.0	349	100.0	6	0	0.0	100.0%	0.00	0.0	0	0.0	0:00:00	20	3.3	0
Douglas, Dionna	50884	367	191	52.0	14	3.8	162	44.1	12	0	0.0	14.8%	2.19	46.0	14	1.2	0:18:41	0	0.0	4
Ellis, Kayla	56239	457	262	57.3	19	4.2	176	38.5	17	2	0.1	18.1	2.07	44.8	28	1.6	0:18:28	0	0.0	1
Evans, Donna	55779	451	181	40.1	10	2.2	260	57.6	16	1	0.1	19.6%	1.51	53.5	27	1.7	0:29:03	67	4.2	21
Going, Robert	50089	131	43	32.8	0	0.0	88	67.2	4	0	0.0	9.1%	1.54	54.3	9	2.6	0:17:40	0	0.0	2
Hamed, Sal	52698	990	378	38.2	38	3.8	574	58.0	19	0	0.0	7.9%	2.71	58.7	28	1.5	0:18:18	0	0.0	9
Hash, Christina	50081	423	207	48.9	17	4.0	199	47.0	16	1	0.1	10.4%	1.75	51.1	29	1.8	0:16:28	0	0.0	0
Heard, Julia	50358	369	155	42.0	6	1.6	208	56.4	14	1	0.1	17.3%	1.41	43.2	24	1.7	0:20:59	9	0.6	8
Kern, Perri	59631	467	235	50.3	14	3.0	218	46.7	13	0	0.0	22.4%	2.45	39.3	34	2.7	0:22:00	45	3.5	1
Kinan, Karen	59508	398	174	43.7	6	1.5	218	54.8	11	0	0.0	11.5%	2.00	54.0	19	1.7	0:18:07	0	0.0	24
Martin, Jill	57580	598	177	29.6	15	2.5	406	67.9	12	0	0.0	7.6%	1.97	58.1	8	0.7	0:06:14	57	4.7	0
Ngo, Kiet	54504	605	362	59.8	21	3.5	222	36.7	17	3	0.2	26.0%	2.85	43.1	37	2.2	0:18:53	0	0.0	0
Proshek, Crystal	56610	540	254	47.0	14	2.6	272	50.4	17	0	0.0	11.9%	1.99	57.3	38	2.3	0:18:40	0	0.0	2
Rentschler, Alexandra	53980	523	279	53.3	10	1.9	234	44.7	15	0	0.0	9.1%	2.39	48.3	28	1.9	0:16:49	12	0.8	1
Riddell, Sandra	54197	410	177	43.2	6	1.5	227	55.4	14	0	0.0	17.0%	1.63	50.0	33	2.4	0:17:37	62	4.4	0
Tully, Jason	56508	515	290	56.3	13	2.5	212	41.2	17	0	0.0	11.0%	2.30	48.8	35	2.1	0:18:45	0	0.0	1
Velazco, Miguel	55974	406	218	53.7	12	3.0	176	43.3	18	0	0.0	21.2%	1.64	48.6	33	1.9	0:17:55	0	0.0	0
Wright, Shannon	59820	395	211	53.4	18	4.6	166	42.0	15	1	0.1	11.4%	1.91	54.8	33	2.2	0:22:03	13	0.9	0
Yunez, Canaan	59368	126	79	62.7	11	8.7	36	28.6	4	0	0.0	30.8%	2.88	34.9	10	2.6	0:17:35	0	0.0	0
		<b>9346</b>	<b>4338</b>	<b>46.4</b>	<b>270</b>	<b>2.9</b>	<b>4738</b>	<b>50.7</b>	<b>286</b>	<b>9</b>	<b>0.0</b>	<b>104.7%</b>	<b>1.96</b>	<b>46.9</b>	<b>531</b>	<b>1.9</b>	<b>0:17:35</b>	<b>353</b>	<b>1.2</b>	<b>81</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