

# Georgia Poison Center Meeting Agenda

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Marth 25<sup>th</sup>, 2025  
Staff Meeting  
1:30pm-4:30pm

**Special Guests:** Bernard Gordon, Human Resources Consultant  
Nikkia Walker, HR Generalist

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

- FMLA/ Resignations/ Terminations – none
- Open Positions/New Hires/ Position Changes/ Recognition – CY, MV, KN, PK

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

- 2025 Education Outreach Projects
- NPPW

**1:45 pm – Human Resources Update-**

- Nikkia Walker- HR Generalist
- Bernard Gordon- HRC
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**1:55 pm – Medical Director Update – Brent Morgan, MD**

**2:05 pm – TS/ Query Builder Update – Robert Geller, MD**

**2:25 pm – New GPC Organophosphate Guideline Review – Tyler Lopachin, MD, Med Tox Fellow**

**2:55 pm – Information Technology Update – GPL, SH, CNP IT**

- Home Equipment Check
- Reboot Computer for Updates
- Forticlient Install at home
- BE AVAYA READY, every shift!
- Check your Bandwidth/ Speed

**3:10 PM – GPC Operation – GPL, SLH, PCF, CH**

- GHS Employee Engagement Survey
- PH Updates
- Performance Evals, April 2025
- CSPI Exam 2025
- A Tale of Two Toddlers
- Rad Exercise – Mar 14
- AL PCC 4/11/25 Meeting
- Coding Consult Type
- Coding Survey, CH
- 911/988 Protocol Review
- REAL TTIME Updates
- 2025 STP Updates
- W2W Updates
- New SPI CE
- March/April PharmD Students

**4:30 pm – Meeting Adjourned**

**\*\*\*\*\* Next Meeting April 29<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 March 2025  
**P.O. BOX:** 26066

**DATE: March 25, 2024**

**Service**

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

	<b>March-24</b>	<b>March-25</b>	<b>% Change</b>
<b>Total Calls (Incoming)</b>	<b>4,898</b>	<b>4,753</b>	-2.96%
<b>Exposure Cases*</b>	<b>4,426</b>	<b>4,298</b>	-2.89%
Human	4,425	4,295	-2.94%
Animal	1	3	200.00%
<b>Information Request</b>	<b>472</b>	<b>455</b>	-3.60%
Public Health Situation	226	221	-2.21%
Pill Identification	10	8	-20.00%
Other	37	32	-13.51%
<b>Follow-ups</b>	<b>5,078</b>	<b>4,408</b>	-13.19%
<b>Customer Satisfaction</b>			
Calls Abandoned	67	55	
Calls Accepted	6044	5544	
Abandoned Call Rate	1.1%	1.0%	
<b>Customer Service Survey Completed</b>			
Live Agent	<b>155</b>	<b>84</b>	



## OVERALL PARTICIPATION

**2023**

**32.1%**

Total Responded = 9

**2024**

**96.7%**

Total Responded = 29

## OVERALL SCORES

**2023**

**4.65%**

**2024**

**4.63%**

# Overall Insights Document

## Major Themes

- 1. Compensation and Recognition:**
  - Concerns about compensation, with employees feeling undervalued and overlooked for raises and promotions.
  - Specific mention of new hires earning more than long-term employees, perceived as unfair.
- 2. Work Experience and Environment:**
  - Suggestions for more team-building events and addressing favoritism
- 3. Environment and Culture:**
  - Positive comments about the supportive and compassionate work environment, especially during personal crises.
- 4. Professional Development:**
  - Desire for career growth and development opportunities.
  - Comments mention the creation of systems and processes to improve efficiency and the need for further education to advance in roles.
- 5. Salary and Benefits:**
  - Requests for higher raises and better compensation packages.
  - Suggestions to increase salaries and reduce remote work opportunities.
- 6. Communication:**
  - Need for better communication with HR and among staff.
  - Issues with feedback not being addressed and favoritism in communication.
- 7. Work-Life Balance and Flexibility:**
  - Requests for more teleworking opportunities and better work-life balance. Some employees appreciate the current flexibility but suggest improvements.
- 8. Feedback and Improvement:**
  - Employees desire more constructive feedback and feel that their input often goes unheard. There are calls for better handling of feedback and more proactive improvements based on employee suggestions.

## Trends

- **Positive Work Environment:** Despite concerns about compensation, many employees appreciate the supportive and collaborative work environment.
- **Desire for Growth:** Strong desire among employees for professional development and recognition of their efforts.
- **Compensation Issues:** Compensation remains a significant concern, with multiple comments indicating dissatisfaction with current pay structures.
- **Communication Challenges:** Repeated mentions of the need for improved communication, both with HR and within teams.

## Takeaways

- **Address Compensation Concerns:** Review and potentially adjust compensation structures to ensure fairness and recognition of long-term employees.
- **Enhance Professional Development:** Provide more opportunities for career growth and development to improve employee satisfaction and retention.
- **Maintain Supportive Environment:** Acknowledge and maintain positive feedback about the work environment and supportive colleagues.
  
- **Improve Communication:** Address communication issues by ensuring timely responses and equitable treatment of all employees.
- **Promote a Positive Work Culture:** Continuing to foster a supportive and inclusive work environment while addressing issues like favoritism can enhance overall morale.
- **Implement Feedback Mechanisms:** Establishing effective feedback mechanisms where employees feel heard, and their suggestions are acted upon can lead to continuous improvement.
  
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## **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**

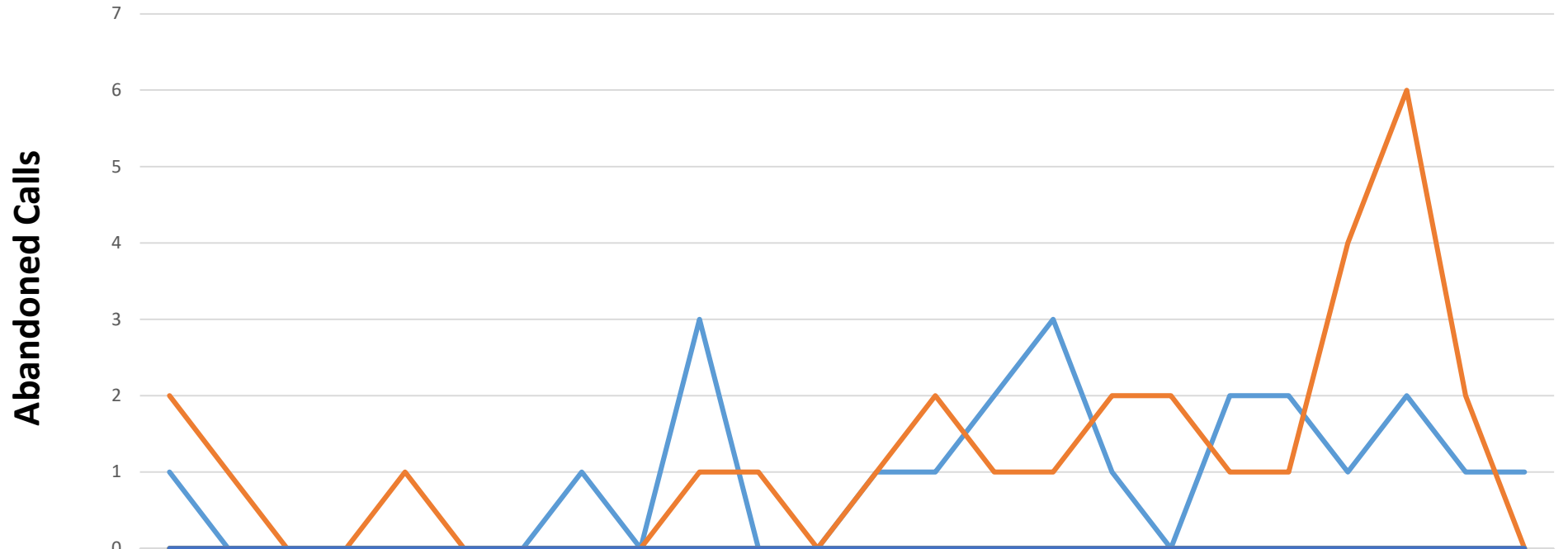
# March Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1 Time - Max Wait to Abandon	2 Time - Queued Max
E - GEN PUB	00:05:22 	00:09:17 
E - HCP	00:07:12 	00:10:32 

3	4	5
<b>Breaks</b> March 	<b>Abandoned</b> <b>call rate</b> March 2025	<b>Surveys</b> (minimum of 5 and no zeros)
<b>5</b> breaks were longer than 20 minutes	<b>1.0%</b> 	SPIs w/ zero surveys - <b>11</b> SPIs w/less than 5 surveys - <b>5</b>

## Abandoned Calls for March 1, 2024 - March 23, 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	0	0	0	0	1	0	3	0	0	1	1	2	3	1	0	2	2	1	2	1	1
E-Gen. Pub	2	1	0	0	1	0	0	0	0	1	1	0	1	2	1	1	2	2	1	1	4	6	2	0
S-HCP	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-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	0	0	0	0	0	0	0	0	0

**Total Calls Accepted = 5.544**  
**Abandoned Calls = 55**  
**Abandoned Call Rate = 1.0%**

# SPI Workload Report

March 1, 2025 - March 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	415	235	56.6	11	2.7	169	40.7	16	0	0.0	24.8%	1.91	44.5	33	2.0	0:17:48	28	1.7	8
Capell, Nicky	59651	409	230	56.2	7	1.7	172	42.1	17	1	0.1	14.9%	1.76	53.2	33	2.0	0:21:51	0	0.0	1
Debruyne, Brett	50190	342	0	0.0	0	0.0	342	100.0	7	0	0.0	100.0%	0.00	0.0	0	0.0	0:00:00	30	4.6	0
Douglas, Dionna	50884	333	170	51.1	12	3.6	151	45.3	15	0	0.0	14.3%	1.48	54.7	15	1.0	0:18:25	0	0.0	0
Ellis, Kayla	56239	464	274	59.1	19	4.1	171	36.9	16	0	0.0	19.6	2.25	43.8	34	2.1	0:29:23	0	0.0	0
Evans, Donna	55779	254	98	38.6	5	2.0	151	59.4	10	3	0.3	18.7%	1.28	54.9	18	1.8	0:23:56	58	5.8	5
Going, Robert	50089	157	58	36.9	1	0.6	98	62.4	5	0	0.0	10.6%	1.48	56.4	9	1.8	0:17:42	0	0.0	0
Hamed, Sal	52698	959	383	39.9	25	2.6	551	57.5	18	0	0.0	16.1%	2.81	53.6	29	1.6	0:16:36	0	0.0	5
Hash, Christina	50081	426	240	56.3	15	3.5	171	40.1	17	2	0.1	11.6%	1.90	51.0	27	1.6	0:16:29	0	0.0	0
Heard, Julia	50358	557	212	38.1	13	2.3	332	59.6	20	0	0.0	16.5%	1.38	44.7	42	2.1	0:18:26	20	1.0	11
Kern, Perri	59631	396	208	52.5	8	2.0	180	45.5	12	0	0.0	16.6%	2.27	47.7	29	2.4	0:16:16	30	2.5	1
Kinan, Karen	59508	623	312	50.1	19	3.0	292	46.9	18	1	0.1	11.5%	2.29	53.2	35	1.9	0:16:10	0	0.0	47
Martin, Jill	57580	570	181	31.8	11	1.9	378	66.3	14	1	0.1	20.6%	1.71	52.0	15	1.1	0:07:22	16	1.1	0
Ngo, Kiet	54504	559	352	63.0	14	2.5	193	34.5	18	1	0.1	12.4%	2.48	55.0	39	2.1	0:19:21	0	0.0	3
Proshek, Crystal	56610	399	172	43.1	9	2.3	218	54.6	13	1	0.1	12.3%	1.72	59.4	29	2.2	0:18:55	22	1.7	0
Rentschler, Alexandra	53980	313	174	55.6	6	1.9	133	42.5	10	0	0.0	9.1%	2.25	51.1	16	1.6	0:17:26	0	0.0	0
Riddell, Sandra	54197	290	140	48.3	10	3.4	140	48.3	14	2	0.1	13.9%	1.36	56.8	37	2.7	0:17:02	75	5.5	0
Tully, Jason	56508	487	247	50.7	16	3.3	224	46.0	16	0	0.0	11.1%	2.03	51.4	29	1.8	0:31:26	0	0.0	1
Velazco, Miguel	55974	383	230	60.1	19	5.0	134	35.0	18	0	0.0	19.8%	1.78	50.3	33	1.9	0:20:09	0	0.0	0
Wright, Shannon	59820	352	200	56.8	11	3.1	141	40.1	16	1	0.1	12.6%	1.65	58.2	33	2.1	0:18:42	39	2.4	1
Yunez, Canaan	59368	98	66	67.3	2	2.0	30	30.6	4	1	0.3	22.6%	2.39	45.1	7	2.0	0:18:19	0	0.0	0
		<b>8786</b>	<b>4182</b>	<b>47.6</b>	<b>233</b>	<b>2.7</b>	<b>4371</b>	<b>49.7</b>	<b>294</b>	<b>14</b>	<b>0.0</b>	<b>111.9%</b>	<b>1.81</b>	<b>49.6</b>	<b>542</b>	<b>1.8</b>	<b>0:18:11</b>	<b>318</b>	<b>1.1</b>	<b>83</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