

Georgia Poison Center Meeting Agenda

April 29th, 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 – KA
- Open Positions/New Hires/ Position Changes/ Recognition – JH, KA, SW, KE

1:40 pm – HR Introduction and updates – GPL

1:45 pm – Education Department – BO

- 2025 Education Outreach Projects
- May and June GPC Webinars

1:50 pm – Administrative Medical Director Update – RJG, MD

- TS and QB updates
- BioLab update
- VPN access (outside partners)

1:55 pm – Information Technology Update – GPL, SH, CNP IT

- BE AVAYA READY, every shift!
- Computer refresh activity
- Door update

2:05 pm – Vasopressor Review – Patcha Yenjabog, MD, International Fellow

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

- NACCT 2025
- Performance Evals, April 2025
- Coding Survey, CH
- REAL TTIME Updates
- W2W Updates
- PH Updates
- Poison Center Phone Survey
- Coding Consult Type
- 911/988 Protocol Review
- New SPI CE
- New QA Partner
- ENP Students. May/June
- May Meeting Potluck
- Water machine update- CO2 tanks
- AMT modules up!

4:30 pm – Meeting Adjourned

******* Next Meeting May 27th, 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 April 2025
P.O. BOX: 26066

DATE: April 29, 2025

Service

Call volume stats for April 2024 - April 2025

	April-24	April-25	% Change
Total Calls (Incoming)	4,635	5,011	8.11%
Exposure Cases*	4,180	4,513	7.97%
Human	4,179	4,510	7.92%
Animal	1	3	200.00%
Information Request	455	498	9.45%
Public Health Situation	217	292	34.56%
Pill Identification	5	17	240.00%
Other	35	45	28.57%
Follow-ups	5,135	5,692	10.85%
Customer Satisfaction			
Calls Abandoned	42	72	
Calls Accepted	5579	5971	
Abandoned Call Rate	0.8%	1.2%	
Customer Service Survey Completed			
Live Agent	155	64	

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**

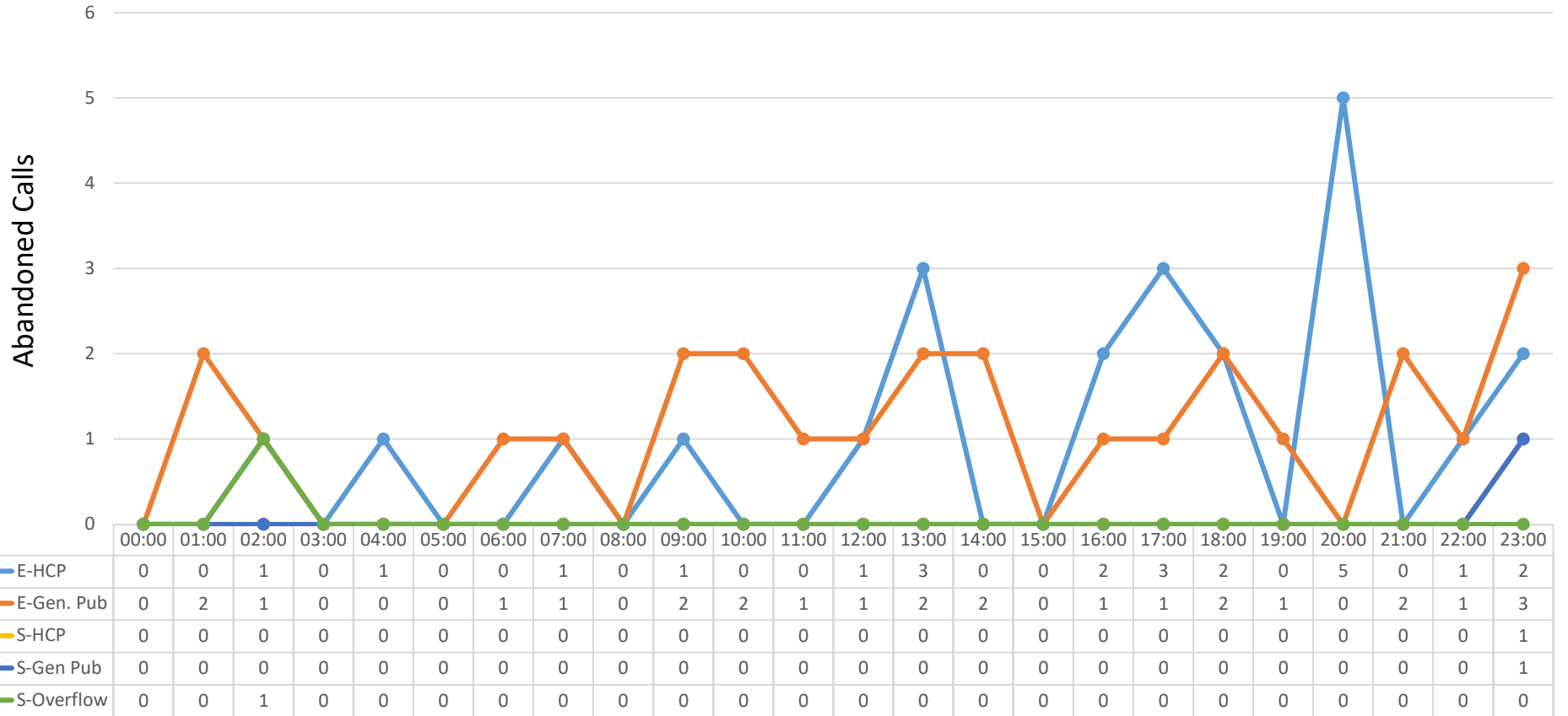
April Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1 Time - Max Wait to Abandon	2 Time – Queued Max
E - GEN PUB	00:06:36 	00:11:31 
E - HCP	00:09:41 	00:15:52 

3	4	5
Breaks April 	Abandoned call rate April 2025	Surveys (minimum of 5 and no zeros)
3 breaks were longer than 20 minutes	1.2% 	SPIs w/ zero surveys - 14 SPIs w/less than 5 surveys - 3

Abandoned Calls for April 1, 2024 - April 27, 2025



Total Calls Accepted = 5,971

Abandoned Calls = 72

Abandoned Call Rate = 1.2%

SPI Workload Report

April 1, 2025 - April 27, 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	393	207	52.7	16	4.1	170	43.3	16	1	0.1	16.3%	1.78	39.2	30	1.9	0:17:54	34	2.2	5
Capell, Nicky	59651	483	261	54.0	12	2.5	210	43.5	16	0	0.0	11.7%	2.16	49.1	33	2.1	0:18:06	0	0.0	0
Debruyin, Brett	50190	432	0	0.0	0	0.0	432	100.0	8	0	0.0	100.0%	0.00	0.0	0	0.0	0:00:00	11	1.5	0
Douglas, Dionna	50884	439	232	52.8	15	3.4	192	43.7	16	0	0.0	12.4%	1.92	48.6	23	1.4	0:19:12	0	0.0	0
Ellis, Kayla	56239	512	270	52.7	16	3.1	226	44.1	17	2	0.1	#####	2.17	45.8	28	1.7	0:18:02	0	0.0	0
Evans, Donna	55779	315	156	49.5	4	1.3	155	49.2	11	2	0.2	22.0%	1.77	45.5	17	1.5	0:27:17	24	2.1	6
Going, Robert	50089	147	43	29.3	0	0.0	104	70.7	4	0	0.0	39.6%	1.34	33.8	9	2.3	0:17:12	0	0.0	0
Hamed, Sal	52698	1089	428	39.3	18	1.7	643	59.0	24	1	0.0	7.5%	2.36	57.4	27	1.1	0:19:03	0	0.0	0
Hash, Christina	50081	587	313	53.3	12	2.0	262	44.6	20	2	0.1	10.6%	2.01	48.4	34	1.7	0:17:44	0	0.0	1
Heard, Julia	50358	698	264	37.8	15	2.1	419	60.0	21	1	0.0	14.3%	1.65	38.7	39	1.8	0:17:40	18	0.9	8
Kern, Perri	59631	678	324	47.8	16	2.4	338	49.9	19	0	0.0	14.5%	2.24	43.4	43	2.3	0:17:20	0	0.0	0
Kinan, Karen	59508	771	359	46.6	19	2.5	393	51.0	20	0	0.0	13.5%	2.37	47.6	39	2.0	0:17:39	0	0.0	41
Martin, Jill	57580	663	191	28.8	20	3.0	452	68.2	15	4	0.3	10.1%	1.80	54.6	25	1.7	0:21:20	14	1.0	0
Ngo, Kiet	54504	630	370	58.7	15	2.4	245	38.9	21	1	0.0	13.0%	2.35	53.6	42	2.0	0:19:39	0	0.0	0
Proshek, Crystal	56610	581	269	46.3	9	1.5	303	52.2	19	0	0.0	12.5%	1.88	56.8	45	2.4	0:17:52	12	0.6	0
Rentschler, Alexandra	53980	627	346	55.2	17	2.7	264	42.1	19	0	0.0	8.8%	2.42	49.3	13	0.7	0:17:22	0	0.0	0
Riddell, Sandra	54197	475	192	40.4	12	2.5	271	57.1	17	0	0.0	15.7%	1.51	51.8	44	2.6	0:17:19	81	4.8	1
Tully, Jason	56508	723	358	49.5	24	3.3	341	47.2	22	0	0.0	10.9%	2.18	48.8	37	1.7	0:17:49	0	0.0	0
Velazco, Miguel	55974	564	310	55.0	26	4.6	228	40.4	20	0	0.0	23.3%	2.11	46.6	41	2.1	0:20:51	0	0.0	0
Wright, Shannon	59820	465	243	52.3	11	2.4	211	45.4	18	0	0.0	12.9%	1.78	56.2	37	2.1	0:19:32	10	0.6	2
Yunez, Canaan	59368	118	73	61.9	3	2.5	42	35.6	4	0	0.0	30.8%	2.38	37.5	10	2.5	0:17:04	0	0.0	0
		11390	5209	45.7	280	2.5	5901	51.8	344	14	0.0	19.6%	1.92	45.7	616	1.8	0:17:56	204	0.6	64

*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