

Georgia Poison Center Meeting Agenda

June 24th, 2025
Staff Meeting
1:30pm-4:30pm

Special Guests: Bernard Gordon, Human Resources Consultant

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

- FMLA/ Resignations/ Terminations – none
- Open Positions/New Hires/ Position Changes/ Recognition – AY, MD, JE, MG, KLC

1:35 pm – Education Department – BO

- Health Fairs-
- Thx to JH, DRE (6/4), KK, JH, AY (6/17)
- Upcoming HF 7/8- Cobb Safety Village
- AHLS July Class
- Upcoming HF 10/4- Twn Ctr- Kennesaw
- AY Webinar June 4th
- Tox Alert Newsletters
 - o Toxidrome
 - o Nicotine use then and now
 - o Gas station products
 - o Home meds

1:40 pm – Medical Director Update – Brent Morgan, MD

2:10 pm – Information Technology Update – GPL, SH, CNP IT

- BE AVAYA READY, every shift!
- AireFax 2
- Windows 11 Roll Out
- IT Ticketing System Review
- 503 Micromedex Error

2:30 pm – MDAC vs SDAC: Indications, Doses, Complications – Travis Mok, MD Tox Fellow

3:30 PM – GPC Operation – GPL, SLH, PCF, CH

- NACCT 2025
- Laundry Pod Study Extension
- Coding Survey, CH
- W2W Updates
- PH Updates
- Shift Supervisor Update
- Poison Center Phone Survey
- New SPI CE
- New Door fobs
- Recent filming event
-

4:30 pm – Meeting Adjourned

******* Next Meeting July 29th, 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 June 2025
P.O. BOX: 26066

DATE: June 24, 2025

Service

Call volume stats for June 2024 - June 2025

	June-24	June-25	% Change
Total Calls (Incoming)	5,038	4,907	-2.60%
Exposure Cases*	4,536	4,479	-1.26%
Human	4,534	4,472	-1.37%
Animal	2	7	250.00%
Information Request	502	428	-14.74%
Public Health Situation	258	230	-10.85%
Pill Identification	9	6	-33.33%
Other	40	33	-17.50%
Follow-ups	4,646	4,913	5.75%
Customer Satisfaction			
Calls Abandoned	6121	5846	
Calls Accepted	86	38	
Abandoned Call Rate	1.4%	0.7%	
Customer Service Survey Completed			
Live Agent	126	99	

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

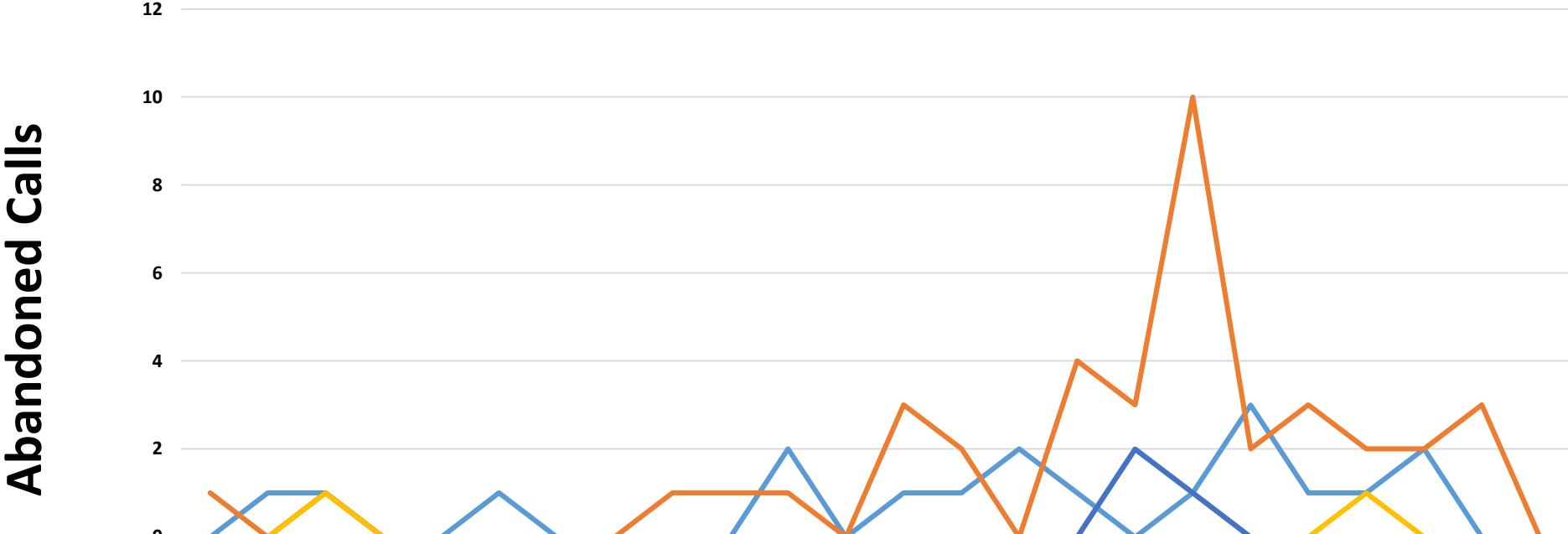
June Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1 Time - Max Wait to Abandon		2 Time - Queued Max	
	E – GEN PUB	00:16:25		00:16:25
E - HCP	00:08:42		00:15:48	

3	4	5
Breaks June 	Abandoned call rate June 2025	Surveys (minimum of 5 and no zeros)
3 breaks were longer than 20 minutes	0.7% 	SPIs w/ zero surveys - 7 SPIs w/less than 5 surveys - 9

Abandoned Calls for June 1, 2025 - June 22, 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	0	1	1	0	0	1	0	0	0	0	2	0	1	1	2	1	0	1	3	1	1	2	0	0
E-Gen. Pub	1	0	1	0	0	0	0	0	1	1	1	0	3	2	0	4	3	10	2	3	2	2	3	0
S-HCP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0
S-Gen Pub	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
S-Overflow	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0

Total Calls Accepted = 5,846
 Abandoned Calls = 38
 Abandoned Call Rate = 0.7%

SPI Workload Report

June 1, 2025 - June 22, 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	399	233	58.4	9	2.3	157	39.3	15	0	0.0	10.6%	2.02	26.4	24	1.6	0:16:25	24	1.6	7
Capell, Nicky	59651	441	246	55.8	4	0.9	191	43.3	13	0	0.0	14.3%	2.40	38.8	33	2.5	0:17:23	38	2.9	4
Debruy, Brett	50190	321	0	0.0	0	0.0	321	100.0	6	0	0.0	104.0%	0.00	0.0	0	0.0	0:00:00	7	1.2	0
Douglas, Dionna	50884	496	240	48.4	13	2.6	243	49.0	16	1	0.1	11.0%	1.96	47.8	30	1.9	0:18:14	0	0.0	3
Ellis, Kayla	56239	451	256	56.8	13	2.9	182	40.4	14	1	0.1	13.0%	2.41	43.66	20	1.4	0:19:30	0	0.0	1
Evans, Donna	55779	374	146	39.0	3	0.8	225	60.2	12	2	0.2	20.9%	1.51	49.5	24	1.9	1:24:19	47	3.8	10
Going, Robert	50089	250	78	31.2	0	0.0	172	68.8	6	1	0.2	19.8%	1.66	35.3	10	1.7	0:17:16	0	0.0	0
Hamed, Sal	52698	663	258	38.9	13	2.0	392	59.1	13	0	0.0	9.0%	2.54	53.6	17	1.3	0:16:11	0	0.0	5
Hash, Christina	50081	335	184	54.9	10	3.0	141	42.1	11	0	0.0	9.9%	2.28	45.5	18	1.7	0:16:48	0	0.0	1
Heard, Julia	50358	656	264	40.2	13	2.0	379	57.8	19	0	0.0	17.2%	1.82	35.9	35	1.8	0:17:56	4	0.2	9
Kern, Perri	59631	652	331	50.8	5	0.8	316	48.5	15	0	0.0	14.2%	2.78	38.8	36	2.4	0:17:13	10	0.7	0
Kinan, Karen	59508	718	326	45.4	15	2.1	377	52.5	19	0	0.0	10.9%	2.24	47.0	37	1.9	0:17:14	0	0.0	53
Martin, Jill	57580	653	191	29.2	14	2.1	448	68.6	14	4	0.3	9.3%	1.83	55.1	16	1.1	0:20:31	48	3.4	1
Ngo, Kiet	54504	572	346	60.5	12	2.1	214	37.4	16	0	0.0	11.7%	2.88	50.4	32	2.1	0:17:43	0	0.0	1
Proshek, Crystal	56610	404	176	43.6	9	2.2	219	54.2	13	0	0.0	10.9%	1.78	59.4	26	2.0	0:18:35	0	0.0	1
Rentschler, Alexandra	53980	614	341	55.5	16	2.6	257	41.9	17	0	0.0	10.7%	2.70	45.0	28	1.7	0:17:10	0	0.0	2
Riddell, Sandra	54197	168	85	50.6	6	3.6	77	45.8	6	0	0.0	13.8%	1.90	48.3	18	3.0	0:20:01	25	4.2	0
Tully, Jason	56508	492	261	53.0	10	2.0	221	44.9	15	0	0.0	9.8%	2.20	47.2	28	1.8	0:17:37	0	0.0	0
Velazco, Miguel	55974	486	301	61.9	15	3.1	170	35.0	17	2	0.1	21.0%	2.27	43.3	36	2.1	0:18:07	0	0.0	0
Wright, Shannon	59820	396	198	50.0	12	3.0	186	47.0	15	1	0.1	13.6%	1.75	53.8	36	2.4	0:19:01	3	0.2	2
Yunez, Canaan	59368	49	27	55.1	3	6.1	19	38.8	2	0	0.0	23.0%	2.31	38.5	3	1.8	0:17:38	0	0.0	0
		9590	4488	46.8	195	2.0	4907	51.2	274	12	0.0	18.0%	2.06	43.8	507	1.9	0:20:14	206	0.8	100

*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