

Georgia Poison Center Meeting Agenda

July 29th, 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 –
- Open Positions/New Hires/ Position Changes/ Recognition – SH, SLW, SLH

1:40 pm – Grady HRC – BG

1:45 pm – Education Department – BO

- 7/9 HF- DRE, JH- TYTYTY (next 10/4)
- Renewing CEUs- Daycare providers
- Info calls- Materials/Outreach
- 2025 Education Outreach Projects (SP)

1:50 pm – Get out of my Head... Get into my Heart – Dionna Douglas, MD, CSPI

2:30 pm – Information Technology Update – GPL, SH, CNP IT

- BE AVAYA READY, every shift!
- Front Door access (6-YMD)
- Front Door camera
- Smart Board demo
- New TS rollout
- Firmware updates- Meraki

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

- August 2025 Meeting
- NACCT 2025
- Transition to TEAMS vs TEXT
- Coding Survey, CH
- Animal Poison Control in GA
- Senator to Visit GPC
- PharmD Thursdays
- Chart Requests
- New Fellows On-Call
- Case Review
- W2W Updates
- PH Updates
- Aug Poison Center Phone Survey
- Misc-*****

4:30 pm – Meeting Adjourned

******* Next Meeting August 26th, 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 July 2025
P.O. BOX: 26066

DATE: July 29, 2025

Service
Call volume stats for July 2024 - July 2025

	July-24	July-25	% Change
Total Calls (Incoming)	6,165	6,279	1.85%
Exposure Cases*	5,472	5,697	4.11%
Human	5,472	5,690	3.98%
Animal	0	7	0.00%
Information Request	693	582	-16.02%
Public Health Situation	310	289	-6.77%
Pill Identification	2	11	450.00%
Other	38	33	-13.16%
Follow-ups	5,993	6,252	4.32%
Customer Satisfaction			
Calls Abandoned	219	128	
Calls Accepted	7890	7726	
Abandoned Call Rate	2.8%	1.7%	
Customer Service Survey Completed			
Live Agent	184	95	
Year-to-Date Data	2024	2025	% Change
Total Calls (Incoming)	37,552	45,000	19.83%
Exposure Cases*	33,921	40,733	20.08%
Human	33,895	40,700	20.08%
Animal	26	33	26.92%
Information Request	3,631	4,267	17.52%
Public Health Situation	1,724	2,140	24.13%
Pill Identification	58	81	39.66%
Other	335	308	-8.06%
Follow-ups	38,918	48,702	25.14%
Customer Satisfaction			
Calls Abandoned	460	527	
Calls Accepted	39010	43304	
Abandoned Call Rate	1.2%	1.2%	
Customer Service Survey Completed			
Live Agent	1026	792	-22.81%

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

July Incentive Metrics

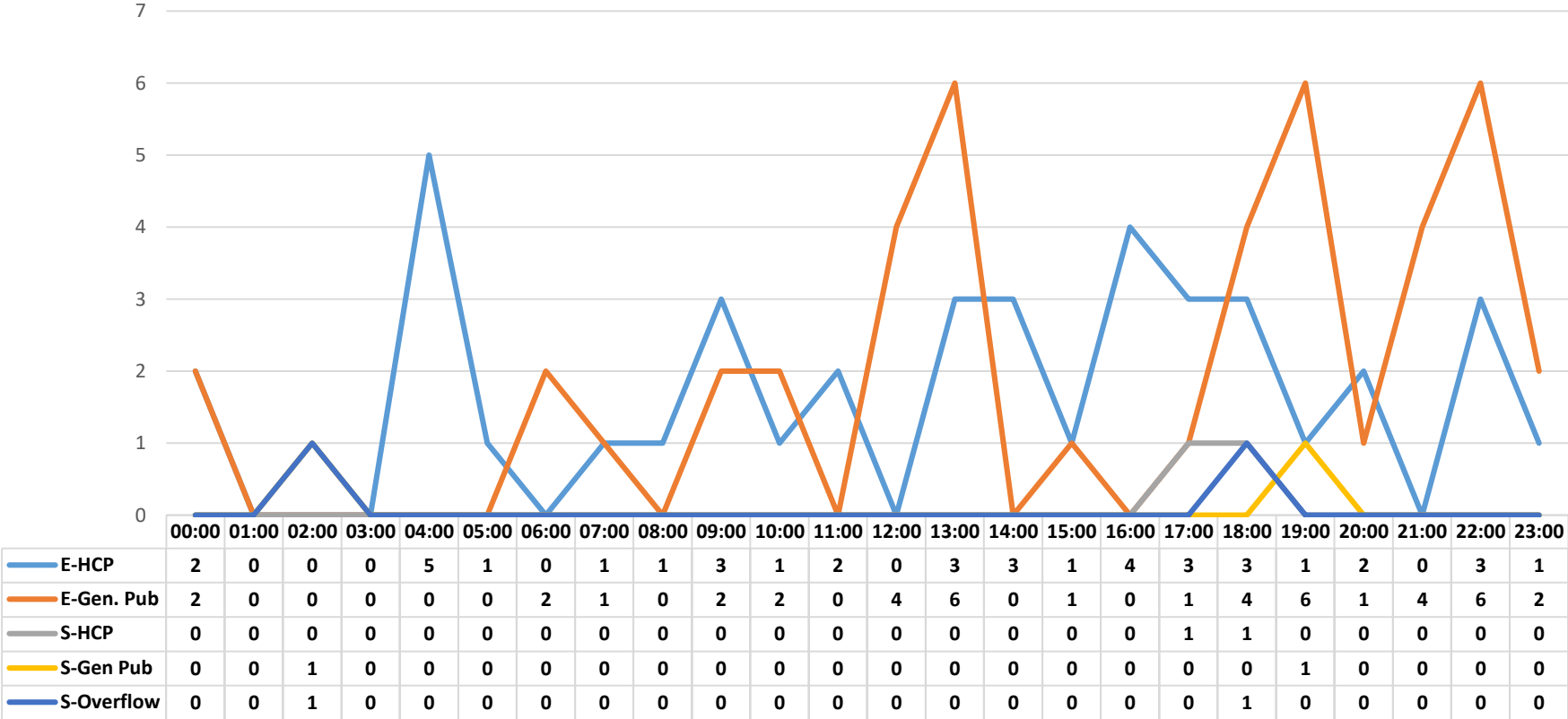
Must meet 4 out of the 5 metrics

	1		2	
Group Name	Time - Max Wait to Abandon		Time - Queued Max	
E - GEN PUB	00:04:55		00:14:10	
E - HCP	00:06:16		00:14:23	

3	4	5
Breaks July 	Abandoned call rate July 2025	Surveys (minimum of 5 and no zeros)
4 breaks were longer than 20 minutes	1.7% 	SPIs w/ zero surveys - 8 SPIs w/less than 5 surveys - 8

Abandoned Calls for July 1, 2025 - July 27, 2025

Abandoned Calls



Total Calls Accepted = 7,726
 Abandoned Calls = 128
 Abandoned Call Rate = 1.7%

SPI Workload Report

July 1, 2025 - July 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	133	78	58.6	6	4.5	49	36.8	5	0	0.0	14.6%	2.10	37.1	8	1.6	0:17:02	0	0.0	2
Capell, Nicky	59651	614	318	51.8	14	2.3	282	45.9	17	0	0.0	15.5%	2.48	42.9	36	2.2	0:19:22	0	0.0	1
Debruyin, Brett	50190	422	0	0.0	0	0.0	422	100.0	8	0	0.0	99.4%	0.00	0.0	0	0.0	0:00:00	0	0.0	0
Douglas, Dionna	50884	565	268	47.4	23	4.1	274	48.5	18	0	0.0	11.7%	1.00	44.8	36	2.0	0:18:50	0	0.0	5
Ellis, Kayla	56239	757	406	53.6	21	2.8	330	43.6	21	7	0.3	16.9%	2.50	40.0	32	1.5	0:30:55	0	0.0	1
Evans, Donna	55779	441	183	41.5	14	3.2	244	55.3	15	3	0.2	19.0%	1.64	48.8	26	1.7	0:22:46	19	1.3	13
Going, Robert	50089	239	81	33.9	1	0.4	157	65.7	6	1	0.2	11.9%	1.74	47.2	11	1.9	0:19:02	0	0.0	0
Hamed, Sal	52698	1296	504	38.9	21	1.6	771	59.5	24	2	0.1	11.9%	2.79	50.9	35	1.5	0:17:57	0	0.0	13
Hash, Christina	50081	595	309	51.9	25	4.2	261	43.9	18	1	0.1	11.3%	2.32	41.1	31	1.7	0:17:41	0	0.0	1
Heard, Julia	50358	544	219	40.3	9	1.7	316	58.1	16	0	0.0	18.6%	1.77	30.0	28	1.7	0:18:57	21	1.3	10
Kern, Perri	59631	786	416	52.9	11	1.4	359	45.7	20	0	0.0	21.1%	2.74	36.4	48	2.5	0:17:51	35	1.8	0
Kinan, Karen	59508	1011	461	45.6	27	2.7	523	51.7	24	1	0.0	12.6%	2.58	44.1	48	2.0	0:17:40	0	0.0	43
Martin, Jill	57580	907	263	29.0	17	1.9	627	69.1	18	2	0.1	17.1%	2.00	48.8	23	1.3	0:07:37	17	1.0	1
Ngo, Kiet	54504	663	390	58.8	17	2.6	256	38.6	19	2	0.1	11.7%	2.68	49.5	38	2.0	0:22:43	0	0.0	1
Proshek, Crystal	56610	505	216	42.8	10	2.0	279	55.2	14	0	0.0	13.3%	1.97	53.5	31	2.2	0:18:08	14	1.0	0
Rentschler, Alexandra	53980	624	338	54.2	12	1.9	274	43.9	16	0	0.0	16.8%	2.69	42.1	32	2.0	0:17:34	0	0.0	0
Riddell, Sandra	54197	575	262	45.6	9	1.6	304	52.9	20	1	0.1	17.5%	1.69	47.3	51	2.6	0:19:15	86	4.3	0
Tully, Jason	56508	646	346	53.6	22	3.4	278	43.0	20	1	0.1	10.2%	2.31	47.5	37	1.9	0:19:39	0	0.0	1
Velazco, Miguel	55974	563	317	56.3	19	3.4	227	40.3	19	1	0.1	17.2%	2.24	45.8	43	2.3	0:22:51	0	0.0	0
Wright, Shannon	59820	515	258	50.1	14	2.7	243	47.2	18	2	0.1	23.5%	1.88	45.8	36	2.0	0:17:38	1	0.1	3
Yunez, Canaan	59368	144	88	61.1	3	2.1	53	36.8	5	1	0.2	22.0%	2.22	42.8	10	2.0	0:19:41	0	0.0	0
		12545	5721	45.6	295	2.4	6529	52.0	339	25	0.1	19.7%	2.06	42.5	640	1.9	0:18:15	193	0.6	95

*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