

Georgia Poison Center Meeting Agenda

September 30th, 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 – SH
- Open Positions/New Hires/ Position Changes/ Recognition – DD, SR

1:40 pm – Education Department – BO

- 2025 Education Outreach Projects

1:50 pm – Information Technology Update – GPL, SH, CNP IT

- BE AVAYA READY, every shift!
- Front Door phone working (reconfigured)
- MDX- Search Assistant updates- issues
- Contact center outages- Still problematic
- Firmware updates- Next staff meeting
- (No internet at Hurt ~11am)

2:00 PM – GPC Operation – GPL, SLH, PCF, CH

- NACCT 2025
- PH Updates
- Paraquat Review
- APAP/ Autism
- Grady Flu Vaccine Requirements
- Transition to TEAMS vs TEXT
- Mental Health Crisis Protocol
- Case Review
- W2W Updates
- MDX changes/updates
- Delta 8,10 etc...THC cases- coding
- Medical THC
- Bupropion ingestions (Peds triage10 mg/kg)
- Snake bite management issues
- Coding Survey, CH
- PharmD Students Oct/Nov
- Contact Center evaluations- Ongoing

4:30 pm – Meeting Adjourned

******* Next Meeting October 28th, 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 September 2025
P.O. BOX: 26066

DATE: September 30, 2025

Service

Call volume stats for September 2024 - September 2025

	September-24	September-25	% Change
Total Calls (Incoming)	6,358	6,954	9.37%
Exposure Cases*	5,842	6,319	8.17%
Human	5,842	6,313	8.06%
Animal	0	6	0.00%
Information Request	516	635	23.06%
Public Health Situation	267	348	30.34%
Pill Identification	7	4	-42.86%
Other	40	45	12.50%
Follow-ups	7,437	6,693	-10.00%
Customer Satisfaction			
Calls Abandoned	123	43	
Calls Accepted	6171	8305	
Abandoned Call Rate	2.0%	0.5%	
Customer Service Survey Completed			
Live Agent	177	112	

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

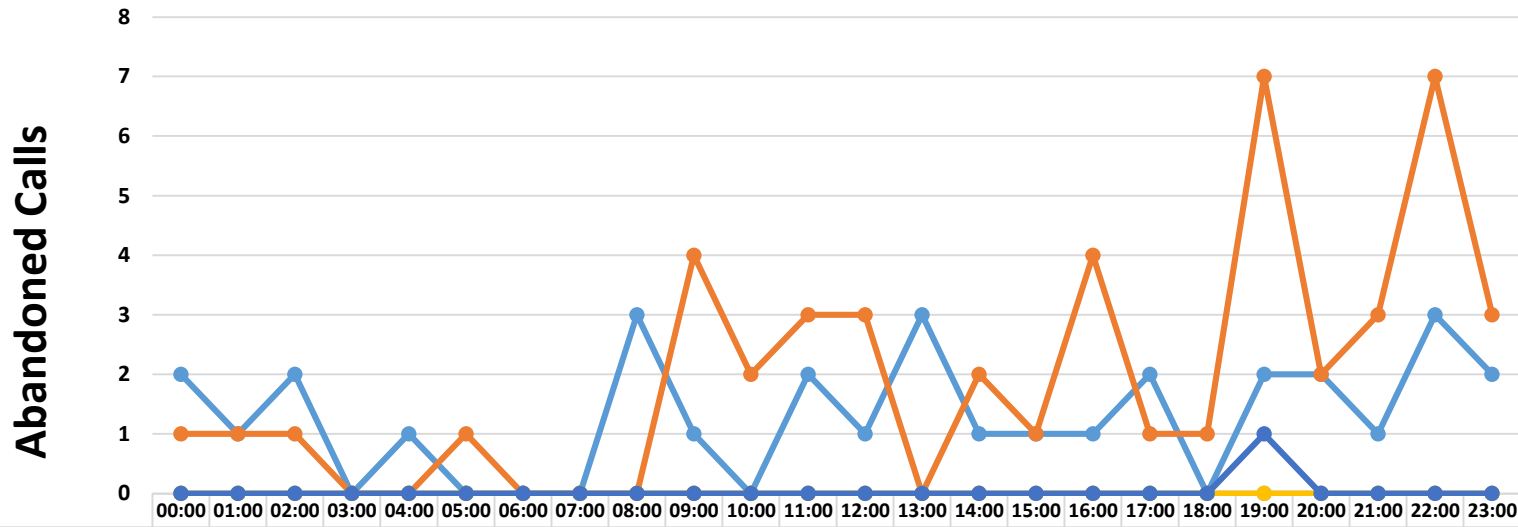
September Incentive Metrics

Must meet 4 out of the 5 metrics

Group Name	1 Time - Max Wait to Abandon	2 Time – Queued Max
E - GEN PUB	00:09:26 	00:13:36 
E - HCP	00:10:03 	00:16:17 

3	4	5
Breaks September 	Abandoned call rate September 2025	Surveys (minimum of 5 and no zeros)
2 breaks were longer than 20 minutes	0.5% 	SPIs w/ zero surveys - 10 SPIs w/less than 5 surveys - 5

Abandoned Calls for September 1, 2025 - September 28, 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	2	1	2	0	1	0	0	0	3	1	0	2	1	3	1	1	1	2	0	2	2	1	3	2
E-Gen. Pub	1	1	1	0	0	1	0	0	0	4	2	3	3	0	2	1	4	1	1	7	2	3	7	3
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	1	0	0	0	0

Total Calls Accepted = 8,305

Abandoned Calls = 43

Abandoned Call Rate = 0.5%

SPI Workload Report

September 1, 2025 - September 28, 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	529	309	58.4	19	3.6	201	38.0	17	0	0.0	11.8%	2.40	30.0	28	1.6	0:18:51	171	10.0	3
Capell, Nicky	59651	546	278	50.9	9	1.6	259	47.4	18	0	0.0	16.0%	2.05	41.5	41	2.3	0:17:50	0	0.0	1
Debruyne, Brett	50190	530	0	0.0	0	0.0	530	100.0	9	0	0.0	95.6%	0.00	2.2	0	0.0	0:00:00	0	0.0	0
Douglas, Dionna	50884	464	234	50.4	4	0.9	226	48.7	13	0	0.0	13.0%	1.00	40.1	14	1.1	0:18:22	0	0.0	0
Ellis, Kayla	56239	959	521	54.3	46	4.8	392	40.9	25	2	0.1	13.3%	2.79	38.6	27	1.1	0:18:54	0	0.0	0
Evans, Donna	55779	773	324	41.9	11	1.4	438	56.7	22	4	0.2	32.9%	1.91	42.5	41	1.9	17:55:54	36	1.6	19
Going, Robert	50089	351	121	34.5	1	0.3	229	65.2	8	0	0.0	20.1%	1.91	39.3	17	2.1	0:17:58	0	0.0	0
Hamed, Sal	52698	497	200	40.2	8	1.6	289	58.1	21	0	0.0	10.0%	1.23	48.9	7	0.3	0:15:44	0	0.0	5
Hash, Christina	50081	574	300	52.3	15	2.6	259	45.1	16	4	0.2	14.3%	2.40	35.7	28	1.7	0:17:15	0	0.0	0
Heard, Julia	50358	653	275	42.1	12	1.8	366	56.0	18	0	0.0	18.6%	1.98	28.5	29	1.6	0:18:47	18	1.0	13
Kern, Perri	59631	1024	537	52.4	19	1.9	468	45.7	23	0	0.0	15.9%	3.01	32.8	49	2.1	0:17:35	20	0.9	3
Kinan, Karen	59508	930	430	46.2	29	3.1	471	50.6	20	0	0.0	12.6%	2.83	39.7	39	1.9	0:16:58	0	0.0	58
Martin, Jill	57580	1104	341	30.9	22	2.0	741	67.1	18	2	0.1	16.0%	2.51	45.5	23	1.3	0:06:32	0	0.0	7
Ngo, Kiet	54504	712	417	58.6	23	3.2	272	38.2	17	1	0.1	12.8%	3.22	43.3	36	2.1	0:19:23	0	0.0	1
Proshek, Crystal	56610	698	303	43.4	15	2.1	380	54.4	17	0	0.0	25.0%	2.30	51.8	36	2.1	0:17:06	0	0.0	0
Rentschler, Alexandra	53980	713	376	52.7	16	2.2	321	45.0	15	1	0.1	8.8%	3.32	38.1	26	1.8	0:18:36	0	0.0	0
Riddell, Sandra	54197	509	220	43.2	12	2.4	277	54.4	17	0	0.0	15.1%	1.71	48.5	46	2.7	0:17:55	59	3.5	1
Tully, Jason	56508	711	379	53.3	19	2.7	313	44.0	19	2	0.1	12.7%	2.62	39.8	35	1.8	0:20:02	0	0.0	0
Velazco, Miguel	55974	669	386	57.7	18	2.7	265	39.6	21	0	0.0	20.5%	2.40	40.6	41	1.9	0:20:27	0	0.0	0
Wright, Shannon	59820	563	294	52.2	14	2.5	255	45.3	19	1	0.1	15.1%	2.05	48.1	37	2.0	0:26:49	0	0.0	1
Yunez, Canaan	59368	137	85	62.0	2	1.5	50	36.5	4	2	0.5	21.0%	2.49	35.8	10	2.3	0:19:16	0	0.0	0
		13646	6330	46.4	314	2.3	7002	51.3	358	19	0.1	20.1%	2.19	39.1	610	1.7	1:07:38	304	0.8	112

*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