

# Georgia Poison Center Meeting Agenda

---

October 28<sup>th</sup>, 2025  
Staff Meeting  
1:30pm-4:30pm

**Special Guests:** Bernard Gordon, Human Resources Consultant

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

- FMLA/ Resignations/ Terminations – None
- Open Positions/New Hires/ Position Changes/ Recognition – JH (45 yrs)

**1:40 pm – Human Resources update – Bernard Gordon. HRC**

**1:45 pm – Education Department – BO**

- 2025 Education Outreach Projects

**1:50 pm – Medical Director Address and Case Discussion – Brent Morgan, MD**

**2:15 pm – Opioid Use Disorder (OUD) Review for SPIs Department – Tori Ehrhardt, MD, Tox Fellow**

**3:15 pm – Information Technology Update – GPL, CNP IT**

- BE AVAYA READY, every shift! -
- Current Switch/Server Upgrades
- 

**3:40 PM – GPC Operation – GPL, SLH, PCF, CH**

- Coding Quiz and Review – CH
- SPI Case review- JT
- Grady Flu Vaccine Requirements
- Grady Training Modules, 2025
- Occupational Pesticide Exposure Survey
- PTO Buyback, 2025
- W2W Updates
- PharmD Students Oct/Nov

**4:30 pm – Meeting Adjourned**

**\*\*\*\*\* Next Meeting November 18<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 October 2025  
**P.O. BOX:** 26066

**DATE: October 28, 2025**

**Service**

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

|  | <b>October-24</b> | <b>October-25</b> | <b>% Change</b> |
|--|-------------------|-------------------|-----------------|
| <b>Total Calls (Incoming)</b>            | <b>7,196</b>      | <b>6,691</b>      | <b>-7.02%</b>   |
| <b>Exposure Cases*</b>                   | <b>6,479</b>      | <b>6,155</b>      | <b>-5.00%</b>   |
| Human                                    | 6,474             | 6,151             | -4.99%          |
| Animal                                   | 5                 | 4                 | -20.00%         |
| <b>Information Request</b>               | <b>717</b>        | <b>536</b>        | <b>-25.24%</b>  |
| Public Health Situation                  | 297               | 245               | -17.51%         |
| Pill Identification                      | 10                | 7                 | -30.00%         |
| Other                                    | 62                | 44                | -29.03%         |
| <b>Follow-ups</b>                        | <b>6,341</b>      | <b>6,374</b>      | <b>0.52%</b>    |
| <b>Customer Satisfaction</b>             |                   |                   |                 |
| Calls Abandoned                          | 324               | 54                |                 |
| Calls Accepted                           | 8479              | 7904              |                 |
| Abandoned Call Rate                      | 3.8%              | 0.7%              |                 |
| <b>Customer Service Survey Completed</b> |                   |                   |                 |
| Live Agent                               | <b>104</b>        | <b>134</b>        |                 |

## **New Incentive Metrics – Beginning February 2020**

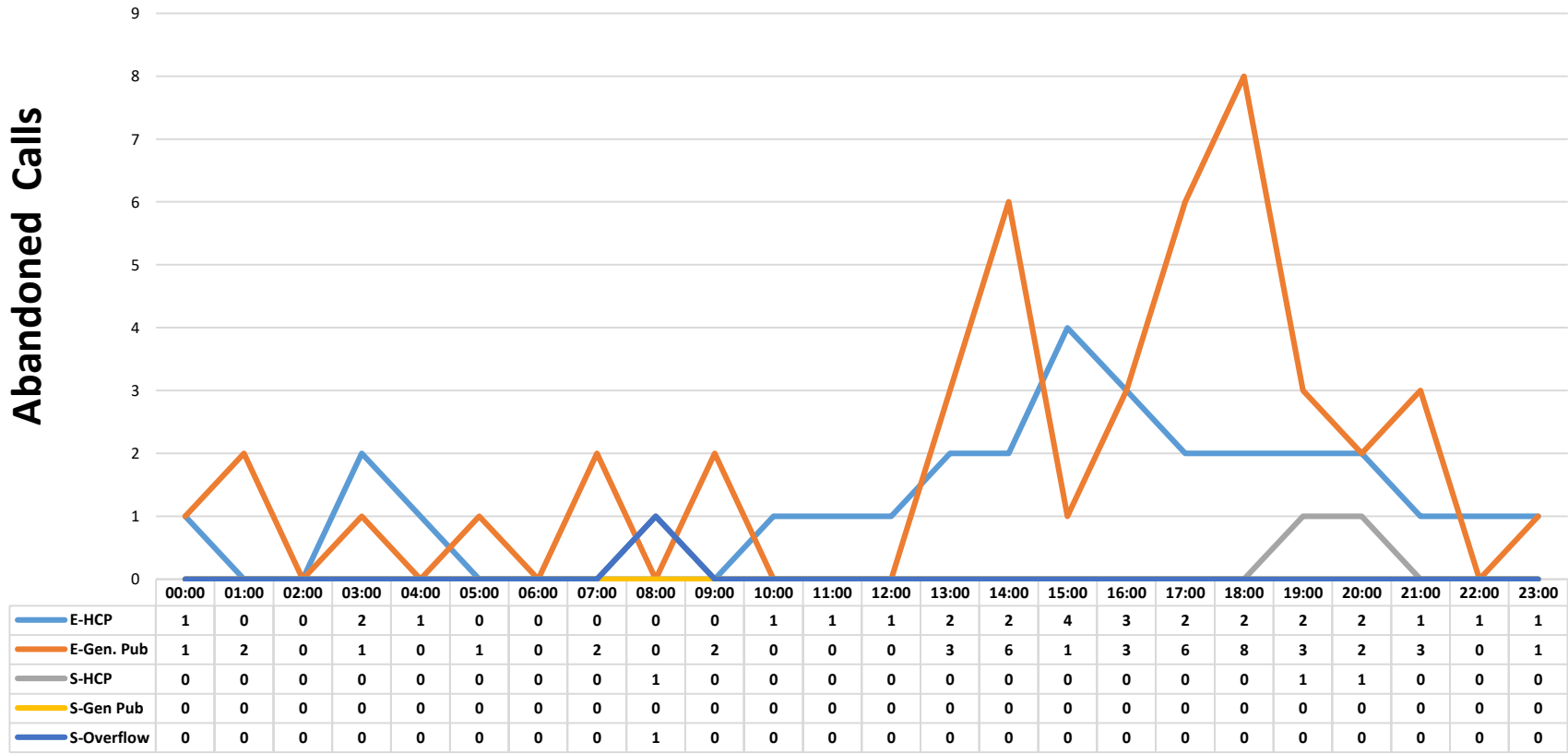
- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
  - **Surveys**
    - Minimum of 5 surveys
    - No zeroes allowed
  - **Breaks**
    - The longest break cannot exceed **20 min**
  - **Max wait to abandon\***
    - Not to exceed **10 min** for 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**



## Abandoned Calls for October 1, 2025 - October 26, 2025





**Total Calls Accepted = 7,901**  
**Abandoned Calls = 54**  
**Abandoned Call Rate = 0.7%**

# October Incentive Metrics

Must meet 4 out of the 5 metrics

| Group Name  | 1<br>Time - Max Wait to<br>Abandon |   | 2<br>Time –<br>Queued Max |   |
|-------------|------------------------------------|---|---------------------------|---|
| E - GEN PUB | 00:12:51                           |  | 00:17:57                  |  |
| E - HCP     | 00:21:35                           |   | 00:24:16                  |   |

| 3   | 4  | 5  |
|---|--|--|
| <b>Breaks</b><br>October<br> | <b>Abandoned</b><br><b>call rate</b><br>October<br>2025  | <b>Surveys</b><br>(minimum of 5 and<br>no zeros)           |
| 6 breaks were<br>longer than 20<br>minutes  | <b>0.7%</b><br> | SPIs w/ zero surveys - 9<br>SPIs w/less than 5 surveys - 7 |

# SPI Workload Report

October 1, 2025 - October 26, 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        | 598         | 336             | 56.2       | 10                  | 1.7    | 252              | 42.1  | 17                  | 0                    | 0.0                          | 14.6%     | 2.53                      | 31.0   | 35                    | 2.1          | 0:17:09                        | 299             | 17.5           | 5       |
| Capell, Nicky         | 59651        | 41          | 18              | 43.9       | 1                   | 2.4    | 22               | 53.7  | 18                  | 0                    | 0.0                          | 19.2%     | 0.14                      | 35.2   | 2                     | 0.1          | 0:16:44                        | 0               | 0.0            | 0       |
| Debruyne, Brett       | 50190        | 535         | 0               | 0.0        | 0                   | 0.0    | 535              | 100.0 | 9                   | 0                    | 0.0                          | 99.8%     | 0.00                      | 0.0    | 0                     | 0.0          | 0:00:00                        | 0               | 0.0            | 0       |
| Douglas, Dionna       | 50884        | 470         | 228             | 48.5       | 6                   | 1.3    | 236              | 50.2  | 13                  | 0                    | 0.0                          | 13.8%     | 1.00                      | 44.7   | 19                    | 1.5          | 0:18:38                        | 0               | 0.0            | 1       |
| Ellis, Kayla          | 56239        | 690         | 420             | 60.9       | 30                  | 4.3    | 240              | 34.8  | 25                  | 1                    | 0.0                          | 11.3%     | 2.21                      | 45.0   | 28                    | 1.1          | 0:28:23                        | 0               | 0.0            | 1       |
| Evans, Donna          | 55779        | 361         | 143             | 39.6       | 6                   | 1.7    | 212              | 58.7  | 22                  | 3                    | 0.1                          | 64.0%     | 0.85                      | 45.9   | 24                    | 1.1          | 0:17:05                        | 5               | 0.2            | 7       |
| Going, Robert         | 50089        | 141         | 53              | 37.6       | 0                   | 0.0    | 88               | 62.4  | 8                   | 0                    | 0.0                          | 23.3%     | 0.83                      | 39.4   | 9                     | 1.1          | 5:43:23                        | 0               | 0.0            | 0       |
| Hamed, Sal            | 52698        | 1871        | 767             | 41.0       | 22                  | 1.2    | 1082             | 57.8  | 21                  | 1                    | 0.0                          | 12.1%     | 4.67                      | 48.9   | 46                    | 2.2          | 7:28:26                        | 0               | 0.0            | 14      |
| Hash, Christina       | 50081        | 480         | 250             | 52.1       | 15                  | 3.1    | 215              | 44.8  | 16                  | 1                    | 0.1                          | 24.7%     | 2.02                      | 36.1   | 27                    | 1.6          | 0:18:04                        | 0               | 0.0            | 1       |
| Heard, Julia          | 50358        | 737         | 322             | 43.7       | 13                  | 1.8    | 402              | 54.5  | 18                  | 0                    | 0.0                          | 17.5%     | 2.31                      | 34.7   | 43                    | 2.4          | 0:18:53                        | 16              | 0.9            | 13      |
| Kern, Perri           | 59631        | 819         | 437             | 53.4       | 5                   | 0.6    | 377              | 46.0  | 23                  | 2                    | 0.1                          | 19.0%     | 2.40                      | 37.3   | 37                    | 1.6          | 0:17:17                        | 20              | 0.9            | 0       |
| Kinan, Karen          | 59508        | 1147        | 546             | 47.6       | 37                  | 3.2    | 564              | 49.2  | 20                  | 0                    | 0.0                          | 10.2%     | 3.59                      | 46.0   | 55                    | 2.7          | 0:17:24                        | 0               | 0.0            | 88      |
| Martin, Jill          | 57580        | 723         | 228             | 31.5       | 26                  | 3.6    | 469              | 64.9  | 18                  | 4                    | 0.2                          | 20.9%     | 1.76                      | 42.5   | 15                    | 0.8          | 0:07:35                        | 0               | 0.0            | 0       |
| Ngo, Kiet             | 54504        | 586         | 393             | 67.1       | 24                  | 4.1    | 169              | 28.8  | 17                  | 1                    | 0.1                          | 11.6%     | 3.05                      | 46.7   | 32                    | 1.9          | 0:28:00                        | 0               | 0.0            | 1       |
| Proshek, Crystal      | 56610        | 483         | 210             | 43.5       | 8                   | 1.7    | 265              | 54.9  | 17                  | 0                    | 0.0                          | 15.1%     | 1.58                      | 52.1   | 27                    | 1.6          | 0:16:41                        | 0               | 0.0            | 0       |
| Rentschler, Alexandra | 53980        | 462         | 251             | 54.3       | 11                  | 2.4    | 200              | 43.3  | 15                  | 0                    | 0.0                          | 10.0%     | 2.22                      | 42.8   | 20                    | 1.4          | 0:18:23                        | 0               | 0.0            | 0       |
| Riddell, Sandra       | 54197        | 541         | 273             | 50.5       | 10                  | 1.8    | 258              | 47.7  | 17                  | 0                    | 0.0                          | 15.7%     | 2.08                      | 46.7   | 55                    | 3.2          | 0:17:29                        | 72              | 4.2            | 1       |
| Tully, Jason          | 56508        | 609         | 342             | 56.2       | 12                  | 2.0    | 255              | 41.9  | 19                  | 1                    | 0.1                          | 10.9%     | 2.33                      | 43.6   | 33                    | 1.7          | 0:17:54                        | 0               | 0.0            | 1       |
| Velazco, Miguel       | 55974        | 610         | 376             | 61.6       | 18                  | 3.0    | 216              | 35.4  | 21                  | 0                    | 0.0                          | 18.4%     | 2.34                      | 42.9   | 44                    | 2.1          | 0:26:33                        | 0               | 0.0            | 0       |
| Wright, Shannon       | 59820        | 383         | 213             | 55.6       | 9                   | 2.3    | 161              | 42.0  | 19                  | 0                    | 0.0                          | 13.1%     | 1.48                      | 49.8   | 27                    | 1.4          | 0:35:53                        | 0               | 0.0            | 1       |
| Yunez, Canaan         | 59368        | 141         | 81              | 57.4       | 9                   | 6.4    | 51               | 36.2  | 4                   | 0                    | 0.0                          | 49.1%     | 2.57                      | 26.4   | 12                    | 2.7          | 0:17:05                        | 0               | 0.0            | 0       |
|                       |              | 12428       | 5887            | 47.4       | 272                 | 2.2    | 6269             | 50.4  | 358                 | 14                   | 0.0                          | 23.5%     | 1.97                      | 40.3   | 590                   | 1.6          | 0:54:37                        | 412             | 1.1            | 134     |

\*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