

Georgia Poison Center Meeting Agenda

February 24th, 2026
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 – DE, TRW, ClinToxFellow Update

1:40 pm – Education Department – BO

- 2026 Education Outreach Projects
- NPPW'26

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

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

- BE AVAYA READY, every shift!
- Phone Upgrade Update
- Airespring Outage – Early Feb
- TS Updates
- Mapping issues “J-Drive access”
- Chrome updates- Push

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

- Coding Quiz and Review - CH
- Move the Meter Survey, Update
- PH Updates
- Chart Review/ QA
- STP Updates
- Tox Fellow Evals
- Meddra Coding Update
- March PC Drill
- Occupational Pesticide Exposure Survey
- W2W Updates
- PharmD Students March/April
- HVAC maintenance- This weekend

4:30 pm – Meeting Adjourned

******* Next Meeting March 31st, 2026, 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 February 2026
P.O. BOX: 26066

DATE: February 24, 2026

Service

Call volume stats for February 2025 - February 2026

	February-25	February-26	% Change
Total Calls (Incoming)	5,020	4,887	-2.65%
Exposure Cases*	4,531	4,405	-2.78%
Human	4,529	4,396	-2.94%
Animal	2	9	350.00%
Information Request	489	482	-1.43%
Public Health Situation	208	226	8.65%
Pill Identification	7	5	-28.57%
Other	31	33	6.45%
Follow-ups	4,856	4,873	0.35%
Customer Satisfaction			
Calls Abandoned	74	78	
Calls Accepted	5953	5397	
Abandoned Call Rate	1.2%	1.4%	
Customer Service Survey Completed			
Live Agent	81	120	

New Incentive Metrics – Beginning February 2020

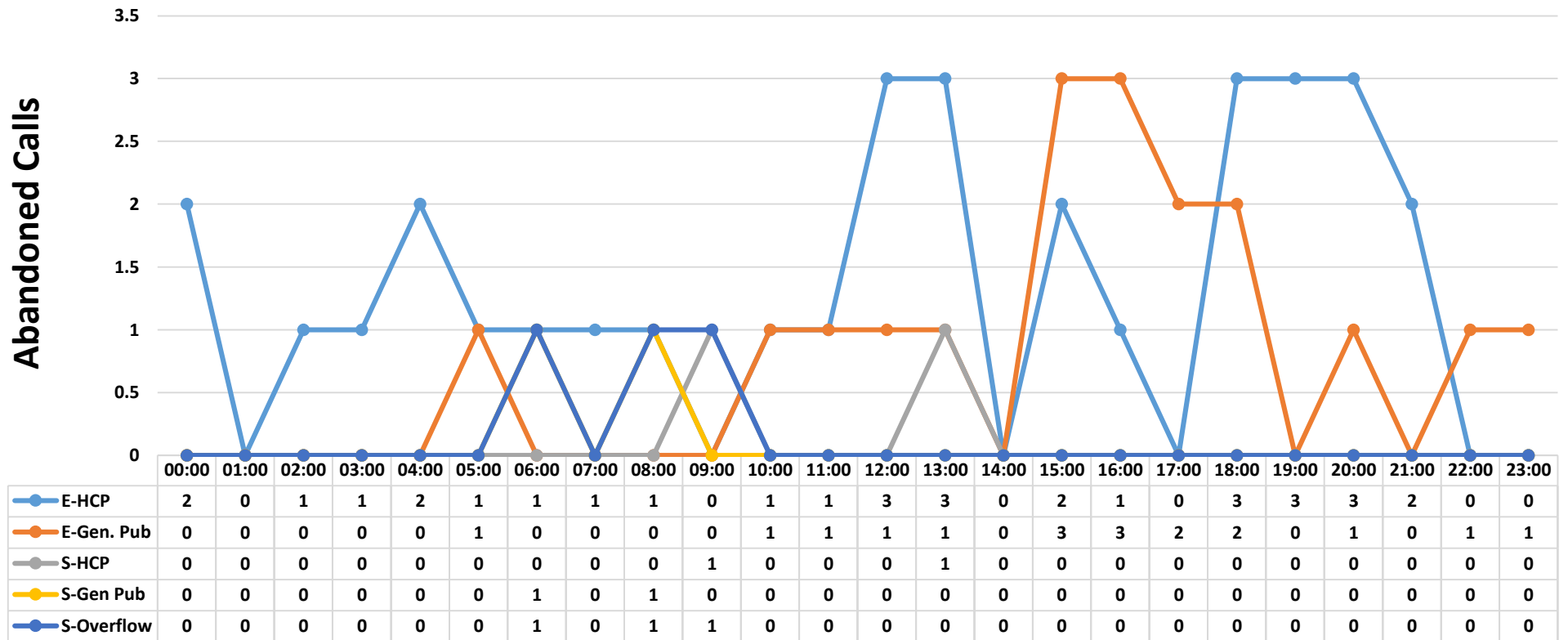
- **Must meet all 4/5 metrics PLUS all of Stephanie's goals by the end of the month for an extra TW day**
 - **Surveys**
 - Minimum of 5 surveys
 - No zeroes allowed
 - **Breaks**
 - The longest break cannot exceed **20 min**
 - **Max wait to abandon***
 - Not to exceed **10 min** for a single person 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 February 1, 2026 - February 22, 2026



Total Calls Accepted = 5,397
 Abandoned Calls = 78
 Abandoned Call Rate = 1.4%



February 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	00:07:52 	00:13:08 
E - HCP	00:03:44 	00:24:00 

*2/18/2026 at 8:25 pm the Time-Queued Max for E-HCP was longer than 10 min

*2/18/2026 at 6:16 am the Time-Queued Max for E- Gen Pub was longer than 10 min

3	4	5
Breaks February 	Abandoned call rate February 1.4%	Surveys (minimum of 5 and no zeros)
8 breaks were longer than 20 minutes		SPIs w/ zero surveys - 7 SPIs w/less than 5 surveys - 4

SPI Workload Report

February 1, 2026 - February 22, 2026

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	438	235	53.7	11	2.5	192	43.8	15	1	0.1	13.3%	2.05	45.5	26	1.7	0:17:04	68	4.5	7
Capell, Nicky	59651	398	218	54.8	12	3.0	168	42.2	13	0	0.0	12.3%	2.30	50.8	29	2.3	0:18:09	10	0.8	0
Debruyne, Brett	50190	391	0	0.0	0	0.0	391	100.0	7	0	0.0	100.0%	0.00	0.0	0	0.0	0:00:00	0	0.0	0
Douglas, Dionna	50884	468	215	45.9	6	1.3	247	52.8	14	0	0.0	12.1%	1.00	45.9	17	1.2	0:20:15	61	4.3	13
Ellis, Kayla	56239	795	429	54.0	39	4.9	327	41.1	21	1	0.0	15.7%	2.74	50.9	34	1.6	0:38:21	0	0.0	2
Evans, Donna	55779	598	249	41.6	8	1.3	341	57.0	16	4	0.2	22.5%	2.00	45.9	32	2.0	0:22:50	54	3.4	31
Hamed, Sal	52698	1161	433	37.3	18	1.6	710	61.2	22	0	0.0	19.9%	2.53	59.0	24	1.1	0:17:06	0	0.0	14
Hash, Christina	50081	397	198	49.9	10	2.5	189	47.6	12	2	0.2	10.9%	2.12	44.1	21	1.7	0:31:23	0	0.0	2
Heard, Julia	50358	353	133	37.7	6	1.7	214	60.6	13	0	0.0	15.4%	1.39	41.5	22	1.8	0:23:15	9	0.7	3
Kern, Perri	59631	707	345	48.8	15	2.1	347	49.1	17	1	0.1	23.6%	2.69	38.3	36	2.1	0:17:22	36	2.1	9
Kinan, Karen	59508	489	220	45.0	13	2.7	256	52.4	13	0	0.0	11.3%	2.18	50.8	25	1.9	0:18:31	0	0.0	20
Martin, Jill	57580	678	213	31.4	15	2.2	450	66.4	13	3	0.2	7.0%	2.26	59.3	11	0.9	0:08:19	5	0.4	6
Ngo, Kiet	54504	299	185	61.9	6	2.0	108	36.1	9	0	0.0	11.0%	2.77	46.4	17	2.0	0:19:22	5	0.6	0
Proshek, Crystal	56610	654	296	45.3	15	2.3	343	52.4	17	0	0.0	12.1%	2.23	53.4	35	2.0	0:18:25	76	4.4	9
Rentschler, Alexandra	53980	588	306	52.0	13	2.2	269	45.7	15	0	0.0	10.6%	2.75	44.9	24	1.7	0:50:07	9	0.6	0
Tully, Jason	56508	472	256	54.2	19	4.0	197	41.7	14	0	0.0	10.8%	2.41	52.8	23	1.6	0:20:36	0	0.0	0
Velazco, Miguel	55974	361	203	56.2	12	3.3	146	40.4	15	2	0.1	23.7%	1.79	47.9	30	2.0	0:21:32	0	0.0	0
Wright, Shannon	59820	472	237	50.2	8	1.7	227	48.1	14	0	0.0	24.2%	2.15	43.5	29	2.0	0:18:13	3	0.2	4
Yunez, Canaan	59368	91	45	49.5	6	6.6	40	44.0	3	0	0.0	41.5%	1.89	36.8	5	1.5	0:16:45	0	0.0	0
		9810	4416	45.0	232	2.4	5162	52.6	263	14	0.1	20.9%	2.07	45.1	440	1.7	0:20:56	336	1.3	120

*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