

**Illinois Department of Public Health
Poison Advisory Committee
Minutes
September 30, 2011
Metropolitan Chicago Healthcare Council**

MEMBERS PRESENT

Ortinau, John, Northwest Community Hospital, Arlington Heights
Hughes, Karen, Consumer
Aks, Steve, John H. Stroger Jr. Hospital of Cook County, Chicago
Wahl, Michael, Illinois Poison Center
Brennan, John, Memorial Medical Center, Springfield (Teleconference)
Fleeharty, Jack, Chief, Highway Safety and Emergency Medical Services (Teleconference)
Short, Mike, Memorial Medical Center, Springfield (Teleconference)
Leikin, Jerry, ENH Omega

INVITED GUESTS

Sean Bryant
Carol DesLauriers
Gail Moran
Najja Howard
Vickie Dance

MEMBERS ABSENT

Graneto, John, Illinois College of Emergency Physicians, Oakbrook

CALL TO ORDER

The meeting was called to order at 10:10 am

The minutes of May 9-20 2011 were reviewed and approved.

POISON CONTROL CENTER REPORT

This was a quarterly meeting. The IPDH poison advisory board had historically met every 6 months to review the Illinois Poison Center reports for the previous six months. Because of continuing budget difficulties, it was decided to meet on a quarterly basis to discuss budget and service implications of reduced private funding.

IPC call center statistics:

Michael Wahl reviewed the call statistics for the grant year end for the board. Call volume has been trending down since 2007. This is a national phenomenon and national statistics were reviewed and compared with Illinois statistics. In both Illinois and nationally, there has been a large drop in non-toxic to minimally toxic in the pediatric population. Various reasons put forward include a declining birth

rate, better education or packaging of products and the availability of information over the internet on computers and smart phones.

A general discussion ensued and Dr. Ortinau stated the IPC should be proactive in placing information on the web for ready retrieval by the general public. This could decrease calls to the poison center, but it was agreed upon by the board that the poison center should meet the information needs of the public through a variety of information methods and not just phone calls. There was general agreement that the IPC would pursue this information dissemination strategy.

The area of growth in calls to the IPC included seniors and calls from health care providers. Calls originating from hospitals have increased 35% in a 7 year period.

Outreach and Education:

Michael Wahl presented the IPC ongoing initiatives, programs and projects for the past grant year and quarter. They included a faith-based project to bring poison prevention education to hard to reach Latino and African-American communities. To date, almost 80 community educators have been trained on how to teach poison prevention. An overview of the number of individuals who have taken the IPC online poison prevention course and the number of active volunteer educators was given.

This was followed by a review of partnerships with public health departments, EMS, hospitals and professional schools and finally a review of the traditional and new/social media efforts to increase poison awareness throughout Illinois.

CQI and Staff Education:

Sean Bryant presented the IPC CQI efforts coupled with educational programs/lectures provided to the call center staff. Some of the study/CQI topics included:

- Experience and summary of “bath salt” exposures.
- Summary of management of hydrogen peroxide exposures
- Assessment of source for patients with elevated lead levels and assessment of injury to other siblings
- Documentation of concentration of hydrofluoric acid exposures as the concentration has a significant impact on clinical morbidity and mortality

Lecture topics provided to staff included: hydrogen peroxide, THC homologs, Cathinones, hydrogen sulfide, Heavy metal toxicity, toxic hemoglobinopathies and hydrogen fluoride.

Professional Education:

Carol DesLauriers presented the IPC professional education programs. Long-standing relationships for experiential rotations at the IPC include:

- Medical Schools: UIC, Rush and Loyola
- Pharmacy Schools: UIC, Midwestern, Chicago State and SIUE

- Residency and Fellowships: Rush, Children's, Lutheran and Rush pediatric residencies, Rush Critical care fellowship and UIC drug information residency

An expansion of the Toxikon partnership included 2 week afternoon rotation for students and week-long rotations with EM residents who are on service with the Toxikon consortium. This partnership expands the breadth of cases students come in contact with and increases exposure to the IPC.

Effect of Staffing changes due to federal budget reduction:

Carol Deslauriers discussed the staffing changes on September 1, 2011 necessitated by the loss of \$400,000 in federal funding and \$200,000 in flu line funding for the last half of 2011 and going into 2012.

- 1 outreach position eliminated
- 1 CSPI position eliminated
- Remaining FT staff to 90% position

This constitutes a 2.3 FTE drop in call center staffing (not including outreach and education) from Spring staffing levels.

With the reduction in staff, wait times and call abandonment has increased significantly. In 2009 prior to the initial cuts in state funding, the average wait time was 15 seconds. In the first week after the second round of staff reductions, the wait time was 26 seconds. The call abandonment (hanging up from prolonged wait increased nearly 3 fold for hospital calls (from 1.2 % to 3.1%) and home calls (1.6% to 4.2%).

A general discussion ensued as the board as a whole expressed dismay at the changes in call center quality metrics. The board requested regular updates on call center metrics such as wait times and call abandonment. The board also requested that a letter be created and sent to IDPH and legislature requesting sufficient funding to restore the call center staffing.

Budget Discussion:

Michael Wahl led a discussion on the state of the IPC budget and projections going forward for federal, state and private funding. Projections used for the creation of the 2012 budget assumed that no further cuts in funding would occur and the state, federal and private revenue streams were reviewed.

There was a general discussion on potential revenue enhancement. The proposed hospital membership programs of WI and IA were discussed, both of which were proposing to ask 2 to 3 times the amount per ED visit than IL was currently receiving. It is not yet known if the other centers will be successful with their hospital membership programs.

Dr. Leikin spoke about the need to have schools provide support for student rotations. It was agreed that the IPC would explore this potential revenue stream.

Date and time of new meeting:

It was decided to not decide the date and time due to scheduling constraints at the meeting an electronic event scheduler would be used to schedule the next IDPH Poison Advisory Board meeting.

Meeting adjourned at 12:30 pm