

**POISON ADVISORY COMMITTEE Minutes
Metropolitan Chicago Healthcare Council
December 10, 2012**

MEMBERS PRESENT

Aks, Steve, John H. Stroger Jr. Hospital of Cook County, Chicago
Hughes, Karen, Consumer
Wahl, Michael, Illinois Poison Center
Leikin, Jerry, NorthShore University Health System
Graneto, John, Illinois College of Emergency Physicians, Oakbrook
Ortinou, John, Northwest Community Hospital, Arlington Heights

(Teleconference)

Fleeharty, Jack, Chief, Highway Safety and Emergency Medical Services
Short, Mike, Memorial Medical Center, Springfield (Teleconference)
Brennan, John, Memorial Medical Center, Springfield
Harris, Laura

INVITED GUESTS

DesLauriers, Carol, Illinois Poison Center
Moran, Gail, Illinois Poison Center
Dance, Vickie, Illinois Poison Center
Harris, Laura, IDPH

MEMBERS ABSENT

None

Call to Order:

The meeting was called to order at 10:05 am

The minutes of the September 21, 2012 meeting were reviewed and approved.

Emergency Call Center Report:

- 1) Dr. Wahl summarized the quarter report that was sent for review to each committee member for the time period of July - September 2012.
- 2) There was a review of dropping call volume, especially in the pediatric population with a discussion on:
 - a. Declining birthrate
 - b. Changes in accessing data: smart phones and internet being potentially disruptive technology
- 3) Review continued increase in calls from healthcare facilities.

Dr. Ortinau stated it would be helpful for the board to get a better understanding of the measurements of acuity of calls (disposition) and time on phone and/or EMR system if available. It was agreed that this would be a focus of the next board meeting.

- 4) Dr. DesLauriers presented the call center metrics over time at the poison center including increasing wait time and call abandonment.
 - a. Reasons for decreasing call center metrics discussed regarding budget and staffing.

Outreach:

- 1) Vickie Dance gave a brief overview of the current outreach efforts and a review of the "My Child Ate" web-based information series highlighting typically non-toxic pediatric exposures for parents who desire trusted information over the internet as opposed to calling a 1-800 number. "Meet them where they are at" was the focus.

Historical Budget vs. 2013 budget:

A review of the 2009-2011 actual budgets, forecasted 2012 budget and 2013 projected budget was presented

A comparison of national average revenue vs. IPC revenue was presented showing the IPC has $\frac{3}{4}$ of the per capita revenue of the national average.

Other Business:

All IDPH committees and boards must have by-laws in place. It was agreed that Jack Fleeaharty would provide templates for the IPC. Dr. Wahl would provide a draft for Dr. Aks. Once reviewed it would be presented to the committee for discussion.

Date and Time of New Meeting

Dr. Wahl will send out a meeting planner request to identify potential dates for the next meeting.