Setting up a Poison Center/Toxicology Center

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Case History

Creation of the Florida Poison Information Center Network and Florida Poison Information Center - Jacksonville
Florida Poison Information Network

- Created 1989 by Florida Legislature (FS395.1027)
- Historical perspective on Network implementation
  - Prior to 1989 1 center handling Florida
  - 1992-1993 second center (Jax) opened
  - 1994 third center (Miami) opened

Creation of Florida Poison Information Center - Jacksonville

- Clinical toxicology consultation service
- Public education/awareness efforts
- Early beginnings; part-time hotline
- Full-time implementation
- Certification status

Florida Poison Information Network

- Statewide Network of three poison centers and a data analysis unit coordinated through Children’s Medical Services, Department of Health
  - FPIC/Jacksonville: University Medical Center, University of Florida Health Science Center
  - FPIC/Miami: Jackson Memorial Hospital; University of Miami
  - FPIC/Tampa: Tampa General Health Care; University of South Florida

Florida Poison Information Network

- Rapidly grown into a cost-effective national model for poison center systems
- Statewide toll-free hotline accessible by voice or TTY 24 hours/day, 365 days/year
  - 1-800-222-1222
  - (1-800-282-3171)
- Data analysis unit located in Jacksonville

Florida Poison Information Network

- All three Centers are accredited as Regional Poison Control Centers by the American Association of Poison Control Centers
- Certified as Regional Poison Centers by the Department of Health, State of Florida
The Legislature hereby finds and declares that it is in the public interest to shorten the time required for a citizen to request and receive directly from designated regional poison control centers telephone numbers for designated regional poison control centers. To facilitate rapid and direct access, telephone numbers for designated regional poison control centers shall be given special prominence. The local exchange telecommunications companies shall print the words "Poison Information Center," the logo of the American Association of Poison Control Centers, and the telephone number of the local, if applicable, or, if not local, other toll-free telephone number of the Florida Poison Information Center Network. This information shall be outlined and be no less than 1 inch in height by 2 inches in width immediately below "911" or other emergency calling instructions.

Poison Center Statutes

395.1027 Regional poison control centers
(1) There shall be created three certified regional poison control centers, one each in the north, central, and southern regions of the state. Each regional poison control center shall be affiliated with and physically located in a certified Level I trauma center. Each regional poison control center shall be affiliated with an accredited medical school or college of pharmacy. The regional poison control centers shall be coordinated under the aegis of the Division of Children’s Medical Services Prevention and Intervention in the department.
(2) Each regional poison control center shall provide the following services:
(a) Toll-free access by the public for poison information
(b) Case management of poison cases
(c) Professional consultation to health care practitioners
(d) Prevention education to the public
(e) Data collection and reporting

Poison Center Statutes

(3) Upon request, a licensed facility or health care practitioner shall release to a regional poison control center any patient information that is relevant to the episode under evaluation for purposes of treatment or that is necessary for case management of poison cases and other patient information that is necessary to comply with the data collection and reporting requirements of this section and the professional organization that certifies poison control centers in accordance with federal law.

Poison Center Statutes

(4) The Legislature hereby finds and declares that it is in the public interest to shorten the time required for a citizen to request and receive directly from designated regional poison control centers telephonic management advice for acute poisoning emergencies. To facilitate rapid and direct access, telephone numbers for designated regional poison control centers shall be given special prominence. The local exchange telecommunications companies shall print immediately below "911" or other emergency calling instructions on the inside front cover of the telephone directory the words "Poison Information Center," the logo of the American Association of Poison Control Centers, and the telephone number of the local, if applicable, or, if not local, other toll-free telephone number of the Florida Poison Information Center Network. This information shall be outlined and be no less than 1 inch in height by 2 inches in width immediately below "911" or other emergency calling instructions.

Poison Center Statutes

(4 cont.) Only those facilities satisfying criteria established in the current "Criteria for Certification of a Regional Poison Center" set by the American Association of Poison Control Centers, and the "Standards of the Poison Information Center Program" initiated by the Division of Children’s Medical Services Prevention and Intervention of the Department of Health shall be permitted to list such facility as a poison information center, poison control center, or poison center. Those centers under a developmental phase-in plan shall be given 2 years from the date of initial 24-hour service implementation to comply with the aforementioned criteria and, as such, will be permitted to be listed as a poison information center, poison control center, or poison center during that allotted time period.

Poison Center Operations

- **Specialists in Poison Information (SPI's)**
  - registered nurses, pharmacists, physicians, certified physician assistants
  - prior training in emergency medicine/critical care preferred
- **Uniquely trained to:**
  - assess
  - triage
  - manage
  - monitor
  - follow-up
Poison Center Operations

SPI training
- 80 hours didactics
- 2 months direct clinical supervision
- 4 additional months supervision
- 6 months probation
- 1 year eligibility for national exam

SPI’s are required to receive and maintain certification as a Certified Specialist in Poison Information (CSPI)

Re-certification by re-exam every 5 years

Accreditation of Poison Center depends on SPI certification

Poison Center Operations

Clinical/Administrative Director
Medical Director
Education Coordinator
Administrative/Office Manager

24 hour availability of board-certified or board-eligible toxicologist

Clinical toxicology consultation network of specialty practitioners

Direct liaison relationships with governmental agencies

QI processes

Poison Center Call Types
(Florida Poison Information Centers)

Lay public calls
- 89% from residence
- 80-70% occur in children <6 years old
- 90% accidental

Health professional calls
- approximately 10%

Others:
- veterinarians, law enforcement, EMS, schools/other public areas, restaurants

Patient Call
- Toxic? No
- Poison Prevention Information
- Mild/Moderate Toxic Potential
- Home Management
- Moderate/Severe Toxic Potential
- Home Follow-up
- Triage to HCF
- Poison Prevention Information
- Announce ED Arrival
- Hospital Follow-up Until Discharge
Poison Center Operations

- In an effort to reduce accidental poisonings in the State and promote most cost effective treatment:
  - full spectrum of educational programs for the general public
  - teaching facility for health care practitioners

Poison Center Operations

- Public education efforts
  - regional field educators
  - train-the-trainer program
  - wide spectrum of age groups
  - poison prevention in the home
  - poison prevention awareness
  - substance abuse awareness
  - what to do in case of poisoning

Poison Center Operations

- Public education materials
  - educational interactive displays
  - brochures/pamphlets
  - PSA’s
  - educational videotapes
  - website
- Professional education programs

Poison Center Operations

- Health professional training
  - emergency medicine residents
  - pediatric emergency medicine fellows
  - pediatric critical care fellows
  - pediatric residents
  - family practice/ internal medicine residents
  - pharmacy practice residents
  - toxicology fellows
  - medical, pharmacy, nursing students

Poison Center Operations

- Epidemiology/data collection
  - computerized on-line data collection
  - medical records kept on each patient
  - statewide data analyzed
  - contribute to AAPCC TESS database
  - toxicovigilance
- Audio recording of all cases handled

Poison Center Operations

- Information resources
  - Micromedex, Inc. Health Care Series CD-ROM Clinical Information System
    - POISINDEX
    - DRUGDEX
    - IDENTIDEX
    - MARTINDALES
    - TOMES
  - Micromedex, Inc. ChemKnowledge Environmental Hazards CD-ROM Database
    - TomesPlus
    - 10 other hazardous substances databases
Poison Center Operations

Information resources (continued)
- reference books
- journals
- protocols/algorithms
- NLM search capabilities
- Internet search capabilities

Statistics

- Approximately 450-500 calls per day
- 75% human exposures
- Approximately 475-500 follow-up calls per day
- Safely manage 83% of residential callers at home
- Estimated $7.00 savings in health care dollars saved for every $1 spent

Statistics

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<th>Intervention</th>
<th>Cost Savings/$ Spent</th>
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<td>Childhood Immunizations</td>
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<td>Poison Information Centers</td>
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<td>Bicycle Helmet Program</td>
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<td>Child Safety Seat Program</td>
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<td>Smoke Detector Program</td>
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Department of Health and Human Service Study

FPIN/911 System Integration

Rationale:
- reduce unnecessary rescue runs/transport and ED visits for non-toxic or minimally toxic exposures
- insure appropriate triage to HCF for potentially problematic, delayed onset toxins
- provide initial management advice to caller and/or rescue team while en route

FPIN/911 System Integration

Benefits:
- more effective use of resources
- reduced unnecessary rescue runs with decreased response times for true emergencies
- reduced health care costs related to avoidance of ED visits
- decreased liability due to appropriate clinical triages
- minimize impact on accidental exposures

FPICN cost/exposure (FY05-06): $37.91
Average US cost/exposure (2002): $44.91
FPICN provides services at 15% below the national average cost per call
**Suggested 911/FPIN Interactions**

**Recall protocol**

If moderate/severe toxic potential or symptoms

FPIC gives initial recommendations to patient and EMS prior to or during transport

If FPIC cannot assess

EMS can contact FPIC after arrival at residence

**Suggested 911/FPIN Interactions**

**Triage protocol**

Call received by 911

Conference call to FPIC

FPIC evaluates call; if non- or minimally toxic

FPIC informs caller and recommends home management

FPIC continues home management/follow-up

If moderate/severe toxic potential or symptoms, FPIC recommends dispatch of rescue vehicle

**Funding**
Florida Legislature - $3.795 million
3 Poison Centers; 1 Statewide Data Center

- $3.395 million UPL Medicaid Special Reimbursement
- $3.6 million - AHCA
- State BioTerrorism $400K
- Line item – DOH (CMS): $2 million
- Federal Funding $880K

FPIN FY 2001
- Federal Govt.
- State of Florida
- UM/Jackson
- Tampa General
- Shands Jacksonville

5% 4% 4% 15% 72%