



Local Resource Partners

**Pharmaceutical Waste Management Workshop
October 27, 2009**



**Jon Thompson
Director**



Southeast Texas Poison Center

**What is there that is not a poison?
All things are poison and nothing
is without poison. Solely the dose
determines that a thing is not a
poison.**

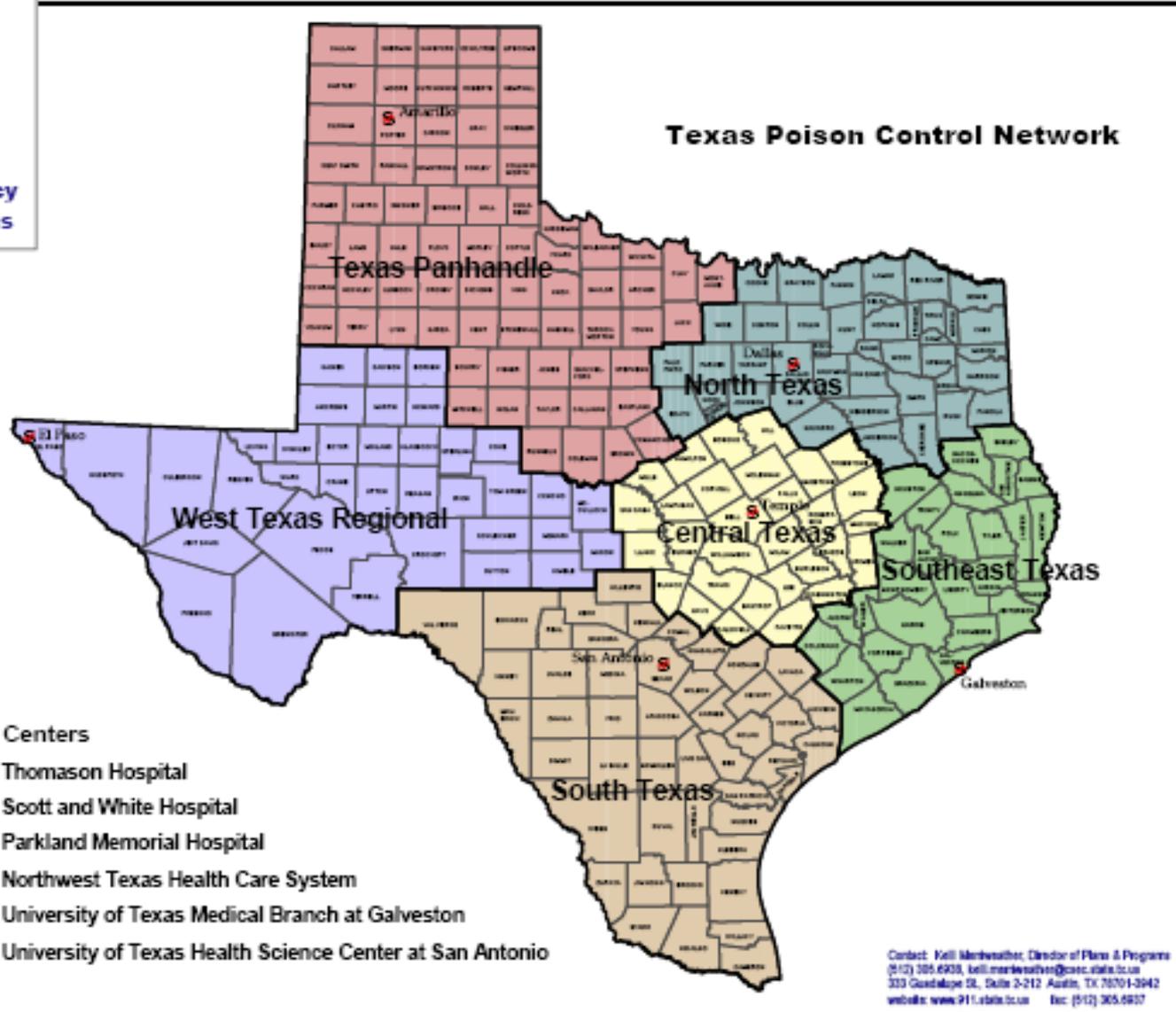
“Dosis sola facit venenum”

Paracelsus (1493-1541)





Commission on
State Emergency
Communications



Annual Report

- 51% exposures
- 49% information inquiries
 - 25% Drug Identification
- 54 % < 6 years of age
- 42 % < 3 years of age
- 93% occurred in the home
- 87% unintentional exposures
- 10% intentional exposures
- 72/86% All/Pedi managed on-site



Save \$7-9 in healthcare costs/\$1 of funding for PCC

Annual Report

- **Top Five Exposure Substances**
 - **Pharmaceuticals**
 - Analgesics
 - Sedative-Hypnotics
 - Cough/Cold
 - **Cosmetics/Personal Care**
 - **Household Cleaners**
 - **Foreign Bodies/Miscellaneous**
 - **Pesticides**



Texas Poison Center Network Operations

- **Toll-free number – 800-222-1222**
 - **Same number for all six Texas poison centers and poison centers in other states/territories**
 - **In 2008, TPCN handled 360,000 calls: 1 every 1.5 min.**
- **VoIP Phone System**
 - **Agent specific skillset log-in**
- **Call is geographically routed to the target poison center for that DSHS designated service region**
- **If call cannot be answered in 15 seconds, then system searches for and moves call to an available SPI in TPCN**

Texas Poison Center Network Operations

- **Calls can be automatically diverted**
 - **In case all staff are busy**
 - **In case of planned or unplanned shut-down**
 - **Ensures that all calls are answered (24/7/365)**
 - **Allows for efficient operations**
- **Remote agent**
- **Ramp up capability**

Texas Poison Center Network Operations

- **Can handle calls in various languages, including hearing-impaired**
 - **Bilingual staff**
 - **Language Line® service**
 - **TDD/TTY**

Texas Poison Center Network Center Staff

- **Medical Director**
 - **BC Medical Toxicology - at least one per poison center**
- **Director**
 - **BC Applied/Clinical Toxicology**
- **Specialists in Poison Information (SPI)**
 - **Advanced Biomedical Degree**
 - **Pharmacists**
 - **Nurses**
- **Community Educators**

Poison Center Education

- Promote poison center services and effective use of 800-222-1222
- Raise poison awareness
- Establish behaviors and activities to advance poisoning prevention (and safe drug use)

Local “Drug Collection” Program

- **Review/Study existing programs**
 - **Logistics**
 - **Partners/Collaborators**
- **Poison Center as a partner and facilitator**
 - **Seek out core partners (geometric progression/add-on)**
 - **Establish interconnects**
 - **Engage sponsors**

SETPC Resource Partners

- **SETPC Staff**
- **Students: PharmD., RN, MD**
 - **Rotators**
 - **Local Health Professional Schools**
 - **UTMB**
 - **UH COP**
 - **Texas Southern COP**
 - **UTHSC**

SETPC Resource Partners

- **UTMB-Institutional**
 - Pharmacy
 - Police Department
 - FOAM-Incinerator
- **Community**
 - Police Departments/DEA
 - School Districts
 - Health Departments
 - Drug Stores

SETPC Resource Partners

- **Service Organizations**
 - **Civic Clubs**
 - **Bay Area Alliance for Youth and Family**
 - **Prescription Drug Abuse Advisory Committee**
- **Corporations**
- **Media**

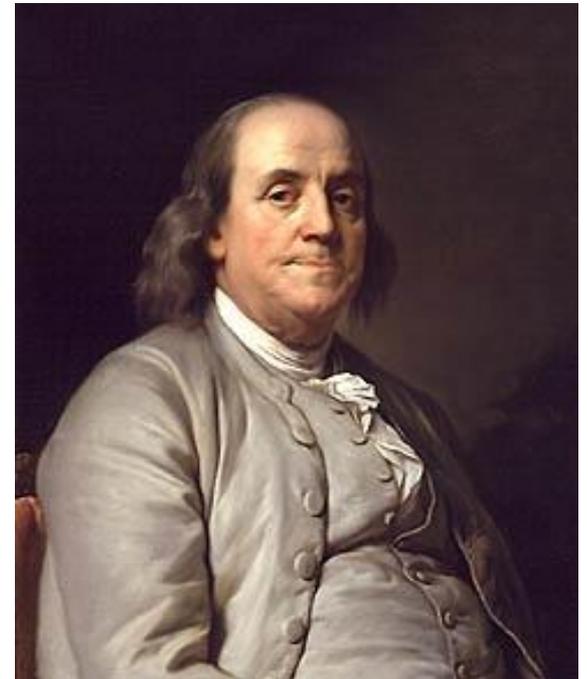
Other Resource Partners

- **Municipal**
 - **City Governance**
 - **Public Works: Sanitation/Water**
- **Waste Disposal Companies**
- **Environmental**
 - **Sierra Club, Earth Day, ?e-Waste Collect**
- **Media-Billboards**
- **Veterinary**

Sage Advice

“An ounce of prevention is worth a pound of cure”.

Benjamin Franklin
1706-1790





“Second floor, please.”

**Got a Question
About Poisons?**

**Call the Southeast
Texas Poison
Center**

1-800-222-1222



QUESTIONS?

