The California Poison Control System

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History - The transformation into a System

- **1990** – 6 Regional California Poison centers
- **1993** – Blue Cross privatization provided $ to study and evaluate Ca. Poison Centers
- **1997** – formation of California Poison Center System
  - 4 Divisions “sites”
  - UCSF School of Pharmacy-Admin.
  - PharmD staff
The California Poison Control System

- Formed in 1997 by consolidation of six independent statewide PCCs
- Single administrative system at UCSF with 4 regional hotline sites:
  - Sacramento
  - San Francisco
  - Fresno
  - San Diego
- Single statewide #: 1-800-222-1222 (public)
PCCs - What do they do?

**Individual cases:**
- Determine severity of poisoning hazard
- Triage: home management vs hospital
- Recommend specific treatment / antidotes

**Societal:**
- Poison prevention and education
- Surveillance for emerging epidemics
Two service components on a 24/7 basis

- **Public Hotline for Poison Management and Advice**
  - Emergency hotline for public
  - Efficient use of technology

- **Medical Toxicology Consultation Service**
  - For MDs & other professionals
  - Specialized services - pesticide reporting
San Francisco Division at San Francisco General Hospital
Staffing Model

Staff answering hotline-
- PharmD CSPI
- PIP
- Medical director & managing director

Follow up of hospital cases
- PharmD CSPI
- Toxicology fellows
- Teaching service under supervision of staff or fellows
  - students and visiting residents
  - usually after hospital day #2

San Francisco Division
at San Francisco General Hospital
Workstation at the PCC

San Francisco Division
at San Francisco General Hospital
Staff Demographics

All PharmD CSPI staff
- Average years = 14
- Range of years: 5-25
- Cumulative Experience 140 Yr.

PIP Staff
- Pharmacy Technicians
- Average years = 12
- Range of years: 10-14
Call Volume & Work Load

Call volume

- CPCS ~ 1000 new cases/day
- ~300,000 cases per year
- 25% Health care facility
- 75% public callers
San Francisco Division at San Francisco General Hospital

Incoming telephone call

Greeting in English & Spanish

CALL DIRECTED TO NEXT AVAILABLE HOTLINE STAFF

San Francisco

Sacramento

Fresno

San Diego

BUSY
Handling a Poisoning Call

Assessment: significant exposure

- Yes: Treatment needed and where
- No: Provide recommendations and follow-up
Use of Medical Back up

As needed
Difficult or unusual cases – sentinel case?
Interesting cases – teaching value
Management Site for Poison Center Callers - CPCS

<table>
<thead>
<tr>
<th>Site</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>77.96%</td>
</tr>
<tr>
<td>Health care facility</td>
<td>19.54%</td>
</tr>
<tr>
<td>Refused referral</td>
<td>1.97%</td>
</tr>
<tr>
<td>Other/unknown</td>
<td>0.53%</td>
</tr>
</tbody>
</table>
Policies & Guidelines

CPCS ‘intranet’ website

- PIP Protocols
- SPI Guidelines
- Suggested Pediatric send in guidelines.
- Poisoning & Drug Overdose in E-format
Example SPI Guideline- Colchicine

Click on link = pulls up ‘manual’, Monograph from Poisoning & Drug Overdose.
2011 Japan Earthquake Information

- Coding Cases Related to the Japan Earthquake with Templates
- Information for PCs – Travelers Returning From Japan: CDC plans and procedures
- AAPCC Japan Earthquake 2011: Nuclear Concerns Master FAQ’s Ver. 2 25 March 2011
- CDC Interim Recommendation for Evaluation of Passengers from Japan
- Additional Traveler FAQs
- Traveler Screening Script for CBP Officers
- Information for Travelers Who Have Tested Positive for Radioactive Material
- List of Airports Receiving Direct Flights from Japan.pdf
- CDPH FAQs about Radiation

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Follow-up

- CPCS follows cases based on clinical need.
- Hospital cases are actively managed with numerous follow-ups throughout the hospital course.
Documentation

VDL program

- All 4 CPCS sites
- Use ‘follow up’ parameters to narrow search to just one center.
- Can quickly access data from other centers when overflow calls come through
Continued Learning

Bi-monthly Journal Club
Bi-Monthly Statewide Rounds - a Statewide teleconference
Weekly SF Grand Rounds
Bi-monthly SF Lecture Series given by visiting experts, attending physicians, and staff specialist topics.

San Francisco Division
at San Francisco General Hospital
Publications

Poisoning & Drug Overdose.

- 1st Edition in 1989
- All San Francisco Staff invited to contribute

Now all CPCS contribute to this publication.
Updated every 2 years.