

## Florida Poison Information Center – Tampa 2006 Healthcare Facility Satisfaction Survey

Results: **11** surveys returned out of 77 mailed to ER Nurse Managers (15 % return)

Our ED calls the Poison Center: 5 (45%) frequently      6 (55 %) occasionally

Do you have a POISINDEX database in your ER: 4 (37%) yes      7 (63%) No

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
My calls were answered quickly.	9 (82%)	1 (9%)				1 (9%)
Poison Specialists were knowledgeable and helpful.	9 (82%)	1 (9%)	1 (9%)			
Poison Specialists were courteous and professional.	9 (82%)	1 (9%)		1 (9%)		
Follow-up calls were helpful.	7 (63%)	1 (9%)	2 (19%)	1 (9%)		
The information received helps my staff provide better patient care.	9 (82%)	1 (9%)	1 (9%)			
I would contact the Poison Center in the future.	10 (91%)		1 (9%)			

If you do call the Poison center, which best describes the reasons?

- \_\_10 (93%) to report poison cases
- \_\_3 (28%) for pill identification
- \_\_9 (84%) to consult with toxicology experts
- \_\_5 (45%) to obtain info on product ingredients
- \_\_5 (45%) as a risk management tool enhancing patient care

### Learning Needs Assessment (8 responses):

Which toxicology topics would interest your staff?

Medication Overdoses	4
Treatment of Venomous Bites & Stings	4
Common Pediatric Poisons	1
Antidote Updates	5
Substances of Abuse	4
Teaching Poison Prevention in community	0

Does your hospital staff have access to:

Video conferencing: 0  
Internet or website access: 7

What education format do you prefer:

Short inservice (20 minutes) in the unit	5
Formal 50 min CE program at the hospital	3
Videotape	2
Live video conferencing	0
Web-based self-studies	3
Newsletter	3

Are you willing to distribute poison prevention educational materials:

In your waiting areas: 8  
At health fairs: 5