

2008 Health Care Professional Satisfaction Survey & Needs Assessment FL Poison Information Center – Tampa

Surveys mailed to 50 hospital Emergency Dept Manager. After 1 week, 6 returned (12%).

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My calls were answered quickly.	85%	15%			
Poison Specialists were knowledgeable & helpful.	70%	30%			
Poison Specialists were courteous & professional.	50%	50%			
Follow-up calls were helpful.	35%	50%		15%	
The information received helps my staff provide better patient care.	50%	50%			
I would contact the Poison Center in the future.	85%	15%			

Do you have any comments about poison center service ?

“Excellent every time.”

How could FL Poison Information Center improve to provide better service to you?

“Can’t think of any”

Other than providing toxicology information by phone, would any of the following options help you in your practice?

__50%__ having general treatment tips or antidote usage posted on our website

__30%__ sending periodic newsletters via email (be sure to provide your email address)

__30%__ providing CE programs on our website

Which toxicology topics would interest your staff?

__70%__ Medication Overdoses

__70%__ Treatment of Venomous Bites & Stings

__50%__ Common Pediatric Poisons

__50%__ Antidote Updates

__70%__ Substances of Abuse

What education format do you prefer:

__50%__ Short inservice (20 minutes) in the unit

__15%__ Formal 50 min CE program at the hospital

__50%__ Web-based self-studies

__30%__ Newsletter