Wisconsin Poison Center, located in Milwaukee, is a valuable statewide resource that provides 24-hour, toll-free poison information. Statistics from 2020 illustrate our mission to consistently deliver comprehensive and accurate information to callers from any potential poison or drug. For more information, please visit wisconsinpoison.org.

24-hour hotline: 1-800-222-1222
In 2020 the Wisconsin Poison Center (WPC) was awarded national reaccreditation by the American Association of Poison Control Centers. This reaccreditation followed months of preparation and hundreds of pages of documentation. All members of the leadership team were involved in writing a portion of the application, each addressing their area of oversight.

Information required in the application was divided into the following subsections:

**Center Infrastructure**
- Description of communication technology adequate to receive calls statewide
- Demonstration of 24/7 operations
- Description of a process that could be implemented during unplanned loss of WPC telephone service to ensure callers could still receive expert recommendations
- Demonstration of the WPC’s ability to upload patient data to a national poison data repository

**Staffing**
- Call center staffing: demonstration that the number of staff working reflects WPC case volumes and that the center had the appropriate mix of poison center specialists, adhering to national guidelines
- Documentation demonstrating the availability of physician toxicologist for WPC staff or physician-to-physician consultation

**Patient Management and Oversight**
- List of physician toxicologists available 24/7
- Availability of Micromedex, an important treatment resource, updated in-house medical guidelines providing treatment recommendations, electronic medical references
- List of local consultants (mycologists, herpetologists, occupational and environmental health experts) available to help with the determination of medical guidance for all callers
- In-house guidelines recommending follow-up of the patient to ensure most effective treatment and optimal patient outcome

**Quality**
- Explanation of how quality of patient management is monitored and achieved
- Demonstration that case documentation, management and follow-up in the medical record is appropriate
- Demonstration of updated clinical guidelines
- Documentation of process used to update policies and procedures in a timely fashion

**Public Education**
- Credentials of public educator
- Community assessment for poison prevention education
- How education was provided
  - dates and times of programs
  - program evaluation
  - description of network partner organizations, such as DHS, law enforcement, EMS, Safe Kids, etc.

**Health Care Provider Education**
- Credentials of individuals providing professional education
- Description of medical education curriculum and of those who participated
- Dates of external programs for health care professionals and credentials of those who provided them

**Data and Surveillance**
The National Poison Data System (NPDS) is a repository used to collect and store information from every poison center and patient case that is uploaded to its server. NPDS facilitates data sharing between organizations, such as other accredited poison centers, the Centers for Disease Control (CDC) and state public health organizations, which may help to identify the emergence of poison hazards. The information can also be used to guide poison education programs for the public.
- The WPC must demonstrate that the electronic health record used in the center is compatible with NPDS, that each staff member knows how to enter data into the health record and that the technology exists to update the electronic health record process.

**Leadership and Management**
Credentialing ensures that the required educational level has successfully been attained for each role. This may include the following credentials:
- **MD** – a physician who is board certified in toxicology. The physicians teach the toxicology students and other learners, while providing backup to staff who answer the emergency calls.
- **DABAT** – a nurse or pharmacist who has earned credentials from the American Board of Applied Toxicology. These individuals work in conjunction with the physicians.
- **CSPI** – RN or pharmacist that is a nationally Certified Specialist in Poison Information. Each CSPI is required to re-certify every 7 years and earn 16 hours of continuing education annually. Most of the staff who answer the emergency phone calls are CSPIs.
- **SPI** – RN or pharmacist Specialist in Poison Information who has not yet met the criteria to qualify to take the national certification exam. A SPI must work 2000 hours in order to qualify to take the exam and earn 16 hours of continuing education annually. These individuals also answer the emergency phone calls.
- **MBA** – Master’s degree in Business Administration, held by the WPC Director
- **MPH** – Master’s degree in Public Health, held by the WPC Educator
- **RN** – a registered nurse or RPh, registered pharmacist, degree required for those hired to answer the emergency phone calls

The WPC has been successfully accredited since 2005. There are currently 55 nationally accredited poison centers in the U.S.
Poison Center Case Volumes in 2020
Wisconsin Poison Center (WPC) managed 35,869 exposure and confirmed non-exposure cases in 2020, but that number tells only half the story.

Besides receiving an average of 106 reported cases per day, toxicology-trained pharmacists and nurses also follow up by calling back to monitor exposed patients to ensure their safety and the highest quality of care. Hospital patients throughout the state are checked an average of twice a day until they are discharged. This provides continuity of care and allows for adjustment of treatment recommendations as needed.

2020 CALL/CASE VOLUMES

<table>
<thead>
<tr>
<th>Exposures &amp; Confirmed non-exposures</th>
<th>Follow-ups</th>
<th>Informational</th>
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<tr>
<td>35,869</td>
<td>41,565</td>
<td>2,736</td>
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2020 NUMBER OF CASES/TREATMENT SITE

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<th>Managed on site</th>
<th>Managed in a health care facility</th>
<th>Other</th>
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<td>23,786</td>
<td>11,568</td>
<td>360</td>
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2020 AGE OF EXPOSED PATIENT

- 8.8% 6-12 years
- 13-19 years
- 4.5% 20 years and older
- 47.1% younger than 1
- 34.6% unknown age

TOTAL EXTERNAL FUNDING SOURCES FOR 2020

- Federal funding*: 71.0%
- Hospital membership program: 14.5%
- State funding: 13.5%
- Other: 1.0%

Hospital membership program update
This program allows patient providers from all hospitals throughout the state of Wisconsin an opportunity to collaborate with toxicologists to ensure the best treatment and outcomes for the poisoned or drug overdosed patients. In exchange for a membership fee, all member facilities gain 24/7/365 access to board-certified toxicologists, toxicology-trained nurses and pharmacists. The program is in its sixth year, and over 99 percent of Wisconsin hospitals chose to be members in 2020.
Top 10 substances involved in poisonings in 2020

1. Personal care products
2. Household cleaning products
3. Pain medications
4. Dietary supplements
5. Foreign bodies/toys
6. Vitamins
7. Topical preparations (creams and lotions)
8. Plants
9. Antihistamines
10. Pesticides

Age 5 and younger
1. Personal care products
2. Antidepressants
3. Antihistamines
4. Sedatives/antipsychotics
5. Street drugs/stimulants
6. Household cleaning products
7. Cardiovascular medications
8. Dietary supplements
9. Personal care products
10. Anticonvulsants

Age 6 to 19
1. Pain medications
2. Antidepressants
3. Cardiovascular drugs
4. Sedative hypnotics/antipsychotics
5. Household cleaning products
6. Alcohols
7. Anticonvulsants
8. Antihistamines
9. Personal care products
10. Hormones and hormone-blocking agents

Age 20 and older
1. Pain medications
2. Antidepressants
3. Cardiovascular drugs
4. Sedative hypnotics/antipsychotics
5. Household cleaning products
6. Alcohols
7. Anticonvulsants
8. Antihistamines
9. Personal care products
10. Hormones and hormone-blocking agents

Since 2009, the U.S. Centers for Disease Control and Prevention’s National Center for Injury Prevention and Control reports the No. 1 cause of injury deaths for adults ages 25-64 as unintentional poisoning. Health care facilities are treating increasing numbers of severely overdosed patients.

10 LEADING CAUSES OF INJURY DEATHS, UNITED STATES - 2019

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Poisoning deaths

Wisconsin Poison Center

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53201-1997
1-800-222-1222
wisconsinpoison.org

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