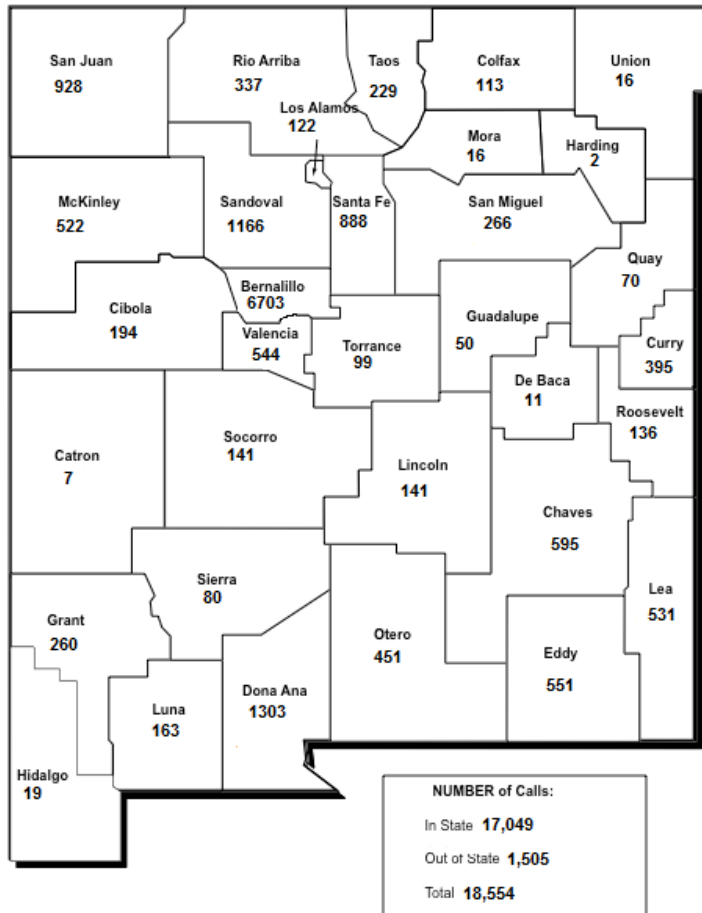


UNIVERSITY OF NEW MEXICO HEALTH SCIENCES CENTER  
 NEW MEXICO POISON AND DRUG INFORMATION CENTER  
 PROGRAM SUMMARY

**July 1, 2016 - June 30, 2017**

NMPDIC Total Calls FY 17



**MISSION**

The mission of the New Mexico Poison & Drug Information Center (NMPDIC) is to improve the health of New Mexicans by reducing morbidity and mortality associated with poisoning, and by encouraging proper use of medications. The NMPDIC is a twenty-four hour emergency telephone service accessible to all citizens of New Mexico. The Center assess and makes treatment recommendations during possible poisonings, responds to drug information inquiries, and assists emergency personnel during hazardous material incidents. It also serves as a major teaching site for the University of New Mexico (UNM) College of Pharmacy and the UNM Department of Emergency Medicine. The NMPDIC coordinates poison prevention throughout the state, and operates New Mexico's only computerized toxic surveillance system. The NMPDIC is certified as a Regional Poison Center by the American Association of Poison Control Centers.

**HISTORY AND GENERAL OVERVIEW**

During the early to mid-70's, the Bernalillo County Medical Center (now UNM Hospital) operated a poison

control center. Although state funds supported this center, approximately 85% of its services were delivered to Bernalillo County. In July 1977, the center and its budget were transferred to UNM and the program was administratively attached to the College of Pharmacy. Since then, the program has been committed to providing the same level of service to all New Mexico citizens 24 hours a day with a full-time, dedicated staff. The number of calls received by the Center has grown steadily over the years from 12,000 in 1977 to over 30,000 in 2013. Total calls have been declining while exposure calls have remained steady.

From the moment it was incorporated into the University, the New Mexico Poison and Drug Information Center has pursued compliance with all professional standards, especially the certification requirements of the American Association of Poison Control Centers (AAPCC). The quality of the Center, its staff, and its services has resulted in its certification as a Regional Poison Center by AAPCC for six-consecutive 5-year periods (the latest in 2015).

With the formation of the UNM Health Sciences Center (HSC) in 1994, it became possible for the Center to share faculty positions with other HSC units. The NMPDIC Director is shared with the UNM College of Pharmacy and the Medical Director is shared with the UNM School of Medicine's Department of Emergency Medicine.

The NMPDIC consists of two telephone-based services— a poison information service and a drug information service. The goals of the poison information service are to:

- Provide expert, 24-hour assistance to the citizens of New Mexico during possible poisoning emergencies .
- Reduce the costs associated with poisoning by treating less severe exposures at home with Center guidance.
- Train healthcare professionals in the field of clinical toxicology.
- Expand knowledge in the field of clinical toxicology through an active research program.
- Prevent poisonings through toxic surveillance, education, regulation, and collaboration with local, state, and federal agencies.

The goals of the drug information service are to:

- Provide individualized, accurate, relevant, and unbiased information to consumers and healthcare professionals regarding medication-related inquiries.
- Help train pharmacists to be drug information providers.

### PROGRAM SUMMARY FOR FY16-17

The table below summarizes program performance parameters over the past five years.

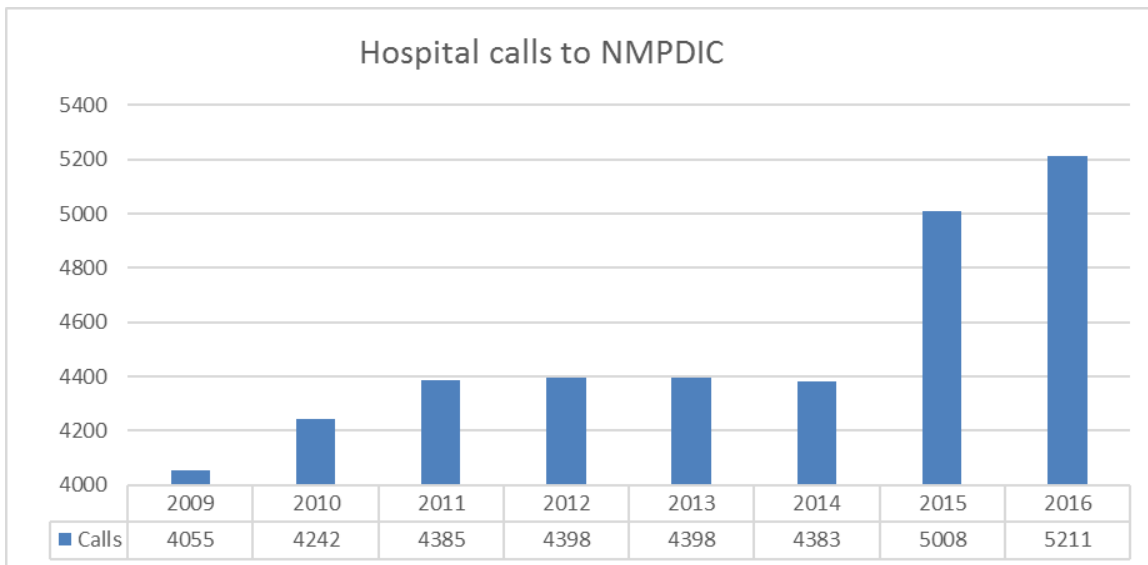
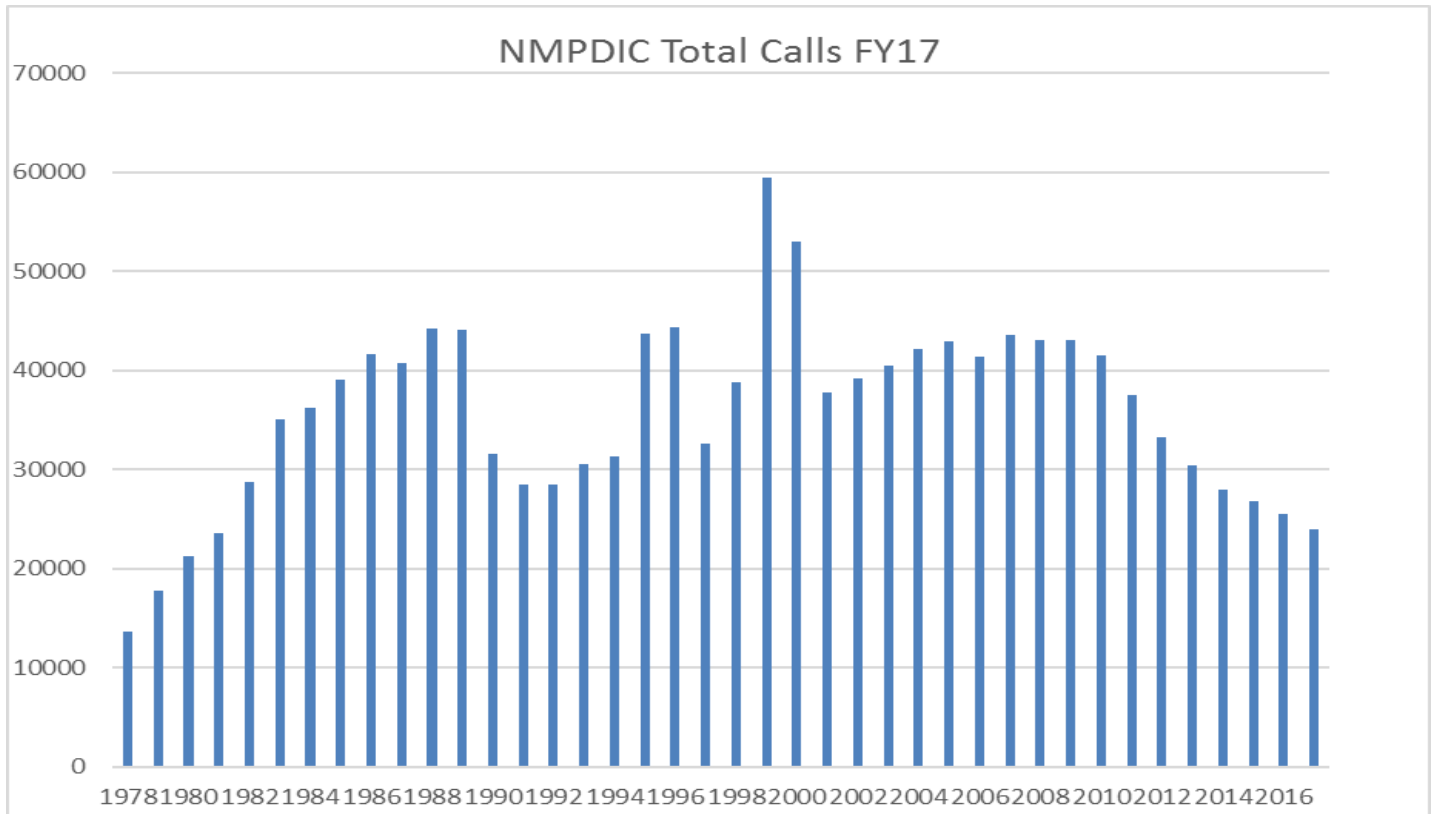
<b>Program Performance Measure</b>	<b>FY13</b>	<b>FY14</b>	<b>FY15</b>	<b>FY16</b>	<b>FY 17</b>
Number of total calls	30,365	27,935	26,794	25,534	23,930
Number of drug information calls	8,260	6,680	5,236	4,392	3,746
Number of poisoning exposure calls	21,956	21,145	21,556	21,023	20,184
Number of poisoning exposures treated safely at home*	14,228	12,936	12,927	12,358	11,798
Percentage of exposures treated at home	80%	83%	82%	81%	81%
Cost savings associated with home treatment (assuming each emergency dept. visit costs \$1,050**).	\$18 M	\$16.4 M	\$13.5M	\$13M	\$12.4 M
Number of health care facility consultations with a toxicologist or	4,363	4,302	5,212	4,847	5,000
Cost savings associated with poison center toxicologist involvement in exposures treated in health care facility (assuming each consult saves \$2,361/day x 3.2 days)***	\$26.7	\$26.3	\$39.4M	\$36.6M	\$37.8 M
<b>Total cost savings</b>	<b>\$44.7 M</b>	<b>\$42.4 M</b>	<b>\$52.9M</b>	<b>\$49.6M</b>	<b>\$50.2 M</b>
Number of students taught	80	65	62	60	50

\* Caller from non-health-care facility treated or observed at non-health-care facility

\*\*2010 DHHS Medical Expenditure Panel Survey extrapolated to 2015

\*\*\*Lewin Group Report to AAPCC, 2012

From July 1, 2016, to June 30, 2017, the Center received 23,930 calls for assistance. There were 3,746 drug information inquiries during FY17. Poisoning-related calls totaled 20,184 with 19,190 of these calls involving possible human poisonings. The map on the first page shows human poisoning calls by county, and the graphs below show total calls to NMPDIC since its inception, and hospital call trends.

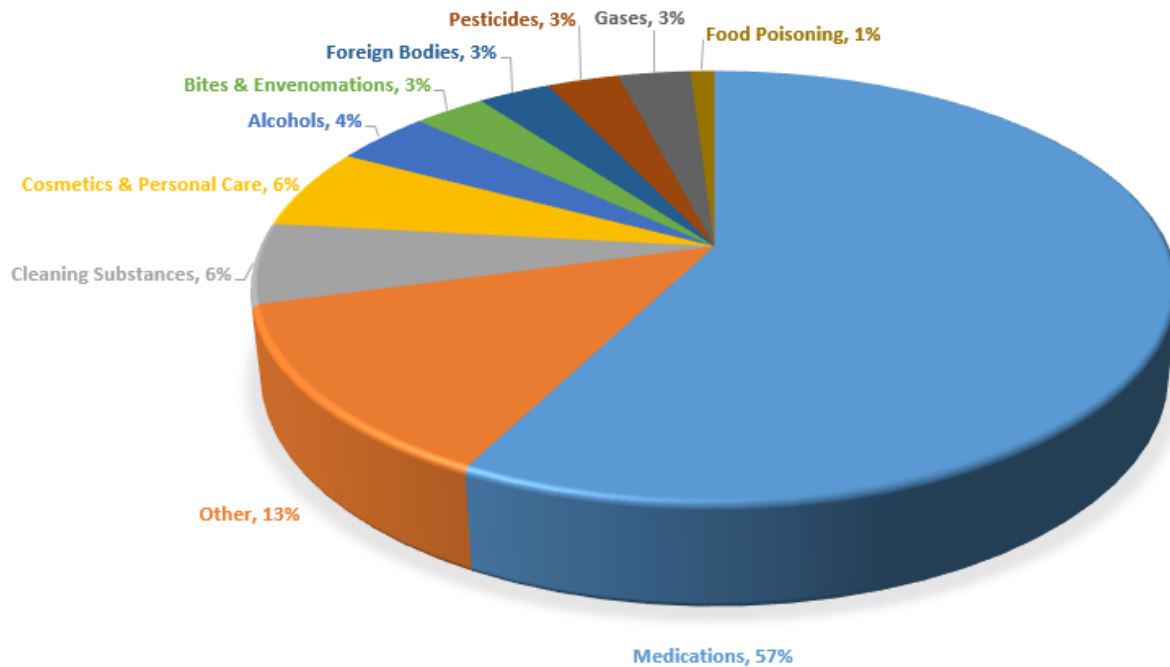


The Center performs a risk assessment on each possible poisoning exposure. Each call results in the generation of a patient-specific treatment regimen, whether to the public, physicians, or to other healthcare professionals. The Center utilizes an extensive library of books, articles, and computerized information systems to provide the most current information available during poison treatment. With these resources, the Center can quickly identify and assess the acute toxicity of more than 1,000,000 commercial products.

All cases are monitored with follow-up telephone calls until the patient is clearly out of danger. The average poisoning case generates 2.1 follow-up calls. Forty-two percent of the patients managed by the Center are less than six years of age. Medications account for 57% of the substances involved with poisoning. Eighty-one percent of the poisoning exposures were managed safely at home with Poison Center assistance. By treating patients at home instead of in the emergency department, the cost of poisoning to New Mexicans was lowered by \$12.4 million statewide. In FY 17, the Center also consulted on 994 animal exposures and responded to 3,746 requests for poisoning or drug information. The NMPDIC provided 5,000 telephone consultations to healthcare providers. The Center utilized physician toxicologists on 703 of these cases. At the University of New Mexico Hospital, the NMPDIC clinical service performed bedside consultations on 109 patients.

The Center's staff is among the finest in the nation. All of the Pharmacist Specialists in Poison Information have passed the exam with excellent scores, and two had the highest scores in the country during their examination years. The NMPDIC uses a computerized data collection system to collect and compile poisoning and drug information data. The data are used by the state and national agencies to enhance product safety, to target poison prevention efforts and to improve poison treatments.

#### Substances involved in poisoning 1



The table below summarizes NMPDIC's public education activity for this reporting period.

<b>Program Performance Measure</b>	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>
Poison prevention materials distributed	100,718	68,286	76,436	88,293
Poison prevention programs coordinated (includes presentations, health fairs & conferences exhibits, etc.)	152	125	178	322
Media outreach (includes all press releases, interviews and public service announcements)	50	50	36	23
Percentage of counties having acceptable national poison center utilization rates (> 6 exposures/1000 people)	85%	85%	81%	81%
Number of counties reached (media outreach and prevention programs)	33/33	33/33	33/33	33/33
Number of people reached (media outreach and prevention programs)	2,085,572	2,085,572	2,085,572	1,330,266

The NMPDIC's health educator, Jacqueline Kakos, has heavily focused her efforts on continuing to assess the needs of tribal communities. Jacqueline has also been assessing the needs of senior populations. Based on her findings, she plans on developing poison prevention materials that resonate with each community.

Jacqueline has been serving on the College of Pharmacy's Executive Staff Leadership Council over the past one and a half years. Since the beginning of 2017, she has been serving as the ESLC's President, where she and her officers have made great strides in improving the morale and working conditions of her colleagues. Early in 2017, Jacqueline became a member of the New Mexico Allied Council on Tobacco where she plans to advocate for legislation that mandates for child – resistant packaging on tobacco products.

Jacqueline is currently in the process of developing educational comic books to reach out to teens and pre-teens. The content for the teen comic book will focus on educating about the dangers of synthetic drugs in response to the growing pervasiveness of synthetic drug use among teens and young adults.

Professional education and public health efforts continued at a brisk pace. In FY 17, Dr. Steven Seifert, the NMPDIC Medical Director, served on the Governor's Advisory Panel on prescription opioid deaths. Within the University of New Mexico campus, the NMPDIC served as a 4-week teaching site for 25 pharmacy students and 25 medical residents. Addition educational programs included resident and faculty presentations to the Departments of Internal Medicine, Pediatrics, Pathology, and Psychiatry, EMS students, quarterly state-wide webinars and other educational offerings throughout the University and state. He has recently been asked to serve as a consultant to the FDA's Drug Safety and Risk Management Committee. In January, he was appointed as the Editor in Chief of Clinical Toxicology (Taylor & Francis), the official journal of the AACT, EAPCCT, AAPCC, and the APAMT.

Dr. Brandon Warrick is the NMPDIC Associate Medical Director and served on the Governor's Advisory Panel on prescription opioid deaths. Dr. Warrick is heavily involved in teaching and pioneering more effective teaching methods for the toxicology rotation. In addition to the poison teaching service, Dr. Warrick has been regularly teaching to the College of Pharmacy and School of Medicine students. Dr. Warrick has provided outreach education for multiple groups around the state. Dr. Warrick has been developing a multidiscipline team to better understand the opioid epidemic in New Mexico.

The NMPDIC continues to face significant financial challenges, with some state resources reduced during FY17 and at risk in future years. Although the program has been able to provide uninterrupted telephone service to New Mexico, the reductions in marketing, outreach, and education over the past three years have contributed to a decline in program utilization by home callers while increasing utilization among healthcare professionals. The increase in average call severity belies the apparent decrease in call volume, as poison specialist time and expertise are required as well as increased time and complexity of consultations by the medical toxicologists.

Over the next year, the NMPDIC plans to continue innovative, community-drive public education programs, use technology more effectively to deliver professional education programs, and develop a broader array of professional education offerings. In addition, reporting on all human poison exposures presenting to healthcare facilities is being advocated, to increase the value of the poison center's role in documenting the epidemiology of poisoning in the State, as well as a way to increase poison center utilization and for SPI training and maintenance of expertise.