Committed to Providing High – Quality Healthcare to All New Mexicans…

By managing 82% of incoming calls safely at home in addition to performing bed – side consults for hospitalized patients, the NMPDIC was able to save New Mexicans $48.7 M dollars in avoided healthcare costs!
NMPDIC MISSION AND SERVICES

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 residents of New Mexico. The Center assesses 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 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 and mid-70s, 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.

**NMPDIC PROGRAM SUMMARY FOR FY 18**

<table>
<thead>
<tr>
<th>Program Performance Measure</th>
<th>FY 14</th>
<th>FY 15</th>
<th>FY 16</th>
<th>FY 17</th>
<th>FY 18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of total calls</td>
<td>27,935</td>
<td>26,794</td>
<td>25,534</td>
<td>23,930</td>
<td>23,298</td>
</tr>
<tr>
<td>Number of drug information calls</td>
<td>6,680</td>
<td>5,236</td>
<td>4,392</td>
<td>3,746</td>
<td>3,024</td>
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<tr>
<td>Number of poisoning exposure calls</td>
<td>21,145</td>
<td>21,556</td>
<td>21,023</td>
<td>20,184</td>
<td>21,254</td>
</tr>
<tr>
<td>Number of poisoning exposure calls from home</td>
<td>15,586</td>
<td>15,765</td>
<td>15,257</td>
<td>14,566</td>
<td>13,732</td>
</tr>
<tr>
<td>Number of poisoning exposures treated safely at home*</td>
<td>12,936</td>
<td>12,927</td>
<td>12,358</td>
<td>11,798</td>
<td>11,260</td>
</tr>
<tr>
<td>Percentage of exposures treated at home</td>
<td>83%</td>
<td>82%</td>
<td>81%</td>
<td>81%</td>
<td>82%</td>
</tr>
<tr>
<td>Cost savings associated with home treatment (assuming each emergency dept. visit costs $1,050)**</td>
<td>$16.4 M</td>
<td>$13.5 M</td>
<td>$13 M</td>
<td>$12.4 M</td>
<td>$11.8 M</td>
</tr>
<tr>
<td>Number of health care facility consultations with a toxicologist or specialist</td>
<td>4,302</td>
<td>5,212</td>
<td>4,847</td>
<td>5,000</td>
<td>4,878</td>
</tr>
<tr>
<td>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)***</td>
<td>$26.3 M</td>
<td>$39.4 M</td>
<td>$36.6 M</td>
<td>$37.8 M</td>
<td>$36.9 M</td>
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<tr>
<td>Total cost savings</td>
<td>$44.7 M</td>
<td>$42.4 M</td>
<td>$52.9 M</td>
<td>$49.6 M</td>
<td>$48.7 M</td>
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<tr>
<td>Number of students taught</td>
<td>80</td>
<td>65</td>
<td>62</td>
<td>60</td>
<td>80</td>
</tr>
</tbody>
</table>

*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, 2017 to June 30, 2018, the Center received 23,298 calls for assistance. There were 3,024 drug information inquiries during FY18. Poisoning-related calls totaled 21,254 with 20,091 of these calls involving possible human poisonings and 1,163 involving animal poisonings. The map on the first page shows human poisoning calls by county, and the graphs below shows 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 $11.8 million statewide. In FY 18, the Center also consulted on 1163 animal exposures and responded to 3024 requests for drug information. The NMPDIC provided 4,878 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 that have met the time-in-service qualifications for the AAPCC Certification Examination, 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.

**NMPDIC: FY 18 Poisonings by Substance**
The NMPDIC health educator, Jacqueline Kakos, has further expanded her networking efforts to include partnerships with the New Mexico Allied Council on Tobacco and the New Mexico Department of Health's Private Well Collaborative. These partnerships are crucial in maintaining the NMPDIC’s expert input concerning relevant poisoning issues that contemporarily face New Mexicans, such as electronic cigarette poisonings.

Jacqueline also continues to work with state health officials in an effort to reduce the morbidity and mortality associated with poisonings, particularly those related to opioid overdoses and the awareness of Naloxone as a life-saving drug. During the next fiscal year, Jacqueline also plans to assess the needs of “grandparents as parents”, and continue to explore effective mediums for reaching teenage populations.

Professional education and public health efforts continued at a brisk pace. In FY 18 Dr. Steven Seifert, the NMPDIC Medical Director, served on the Governor’s Advisory Panel on prescription opioid deaths as the statutory representative of the University of New Mexico. Within the University of New Mexico campus, the NMPDIC served as a 4-week teaching site for 28 pharmacy students, 41 medical residents (13 EM, 15 IM, 1 Nephrology, 4 Pathology, 8 Pediatrics), 10 medical students and one Physician Assistant student. Additional educational programs included resident and faculty presentations to the Departments of Internal Medicine, Pediatrics, Pathology, and Psychiatry, Emergency Medicine Services students, quarterly state-wide webinars and other educational offerings throughout the University and state. Dr. Seifert was named as Editor in Chief of Clinical Toxicology (Taylor & Francis), the official journal of the American Academy of Clinical Toxicology, the European Association of Poison Centers (EAPCCT) and Clinical Toxicologists, the American Association of Poison Control Centers, and the Asia Pacific Association of Medical Toxicology. Dr. Seifert has contributed to the advancement of toxicological knowledge and its dissemination through original research and presentations at national and international meetings, publication of scholarly papers and medical textbook chapters, edited two medical textbooks and served on the Scientific and Meeting Committee and was an abstract reviewer for the EAPCCT annual meeting. Dr. Seifert received the “Top Presenter”
award for his Keynote presentation at Venom Week V, received “Outstanding Author” recognition from UpToDate for his chapters on snake envenomation, and was the immediate Past-President and re-elected as Treasurer of the North American Society of Toxicology. Dr. Seifert also completed an Advanced Certification in Medical Writing and Editing from the University of Chicago and was accepted for full membership in the World Association of Medical Editors.

Doctor Brandon Warrick is the NMPDIC Associate Medical Director and Board Certified in Medical Toxicology, Emergency Medicine, and Addiction Medicine. He regularly meets with multiple governmental and regulatory agencies aimed at the current overdose epidemic. In FY 18, Dr. Warrick published 11 peer reviewed articles in prestigious medical journals. Of particular note, he authored a position statement regarding the safety of first responders responding to ultra-potent opioids like Carfentanil. At the national level, Dr. Warrick was recognized as a “Top Volunteer” by the American College of Medical Toxicology. Dr. Warrick was also invited to attend a week long “Innovation-Lab” aimed innovative solutions to the opioid epidemic nationally. 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 College of Pharmacy and School of Medicine students. Dr. Warrick has provided outreach education for multiple groups around the state.

The NMPDIC continues to face significant financial challenges, with some state resources reduced during FY17 and FY18 and at risk in future years. Although the program has been able to provide uninterrupted telephone service to New Mexico, the reductions made 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.

Over the next year, the NMPDIC plans to continue innovative, community-driven public education programs, use technology more effectively to deliver professional education programs, and develop a broader array of professional education offerings.