



2019

ANNUAL REPORT

MISSOURI'S LIFELINE TO LIFESAVING INFORMATION

The Missouri Poison Center is more than the state's only poison center. It's also the best resource for poisoning and overdose questions, concerns and emergencies.

Staffed by nurses and pharmacists who are Certified Specialists in Poison Information, and backed by a board-certified medical toxicologist, these highly-trained experts are uniquely qualified to assess, triage, manage and monitor people exposed to poison. Our expertise is so extensive that physicians, nurses, medical professionals and hospitals rely on us for crucial poison information. In fact, 100% of Missouri hospitals used the poison center for poisoning and overdose consultations in 2019.



THE STATE'S BEST POISON EXPERTS, JUST A PHONE CALL AWAY

The Missouri Poison Center is located at SSM Health Cardinal Glennon Children's Hospital in St. Louis, but we serve people of all ages and in all locations throughout Missouri. **Free, fast, confidential help is available 24/7** by calling 1-800-222-1222.

We welcome all calls no matter how big or small—whether or not there's an emergency. In addition to our hotline, we reach out to Missourians through our website (www.missouripoisoncenter.org), through text and chat services, and via social media. We also offer education programs for the public and medical professionals.

COMPLETE INFORMATION FOR CHALLENGING TIMES

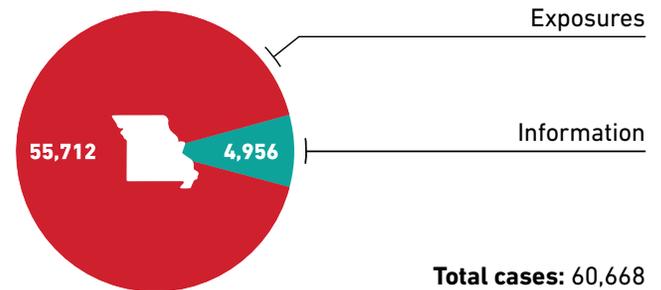
Many people call us for information about household cleaners, medications, pesticides, chemicals, spider bites, carbon monoxide and more. Yet the poison center also receives calls regarding substance abuse, accidental and intentional overdose, side effects, and issues related to the opioid crisis.

We provide consistent, reliable care to individuals, medical professionals and health care systems. **We answer calls in 150 languages** through a Language Line Service, and services are available for the hearing impaired. We're here for Missourians in times of crisis and for information, advice and support, just as we have been since 1958.

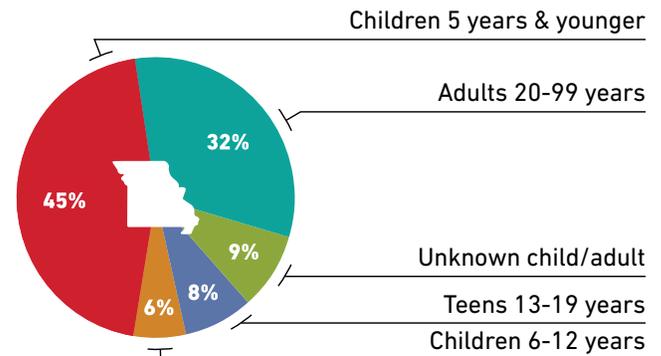
TOP 10 SUBSTANCES INVOLVED IN EXPOSURE CALLS

- | | |
|----------------------------------|-------------------------------------|
| #1 Pain Relievers | #7 Cardiovascular Drugs |
| #2 Household Cleaning Substances | #8 Pesticides |
| #3 Cosmetics/Personal Care | #9 Foreign Bodies/Toys |
| #4 Mental Health Medications* | #10 Alcohols |
| #5 Antidepressants | |
| #6 Antihistamines | *sedatives/hypnotics/antipsychotics |

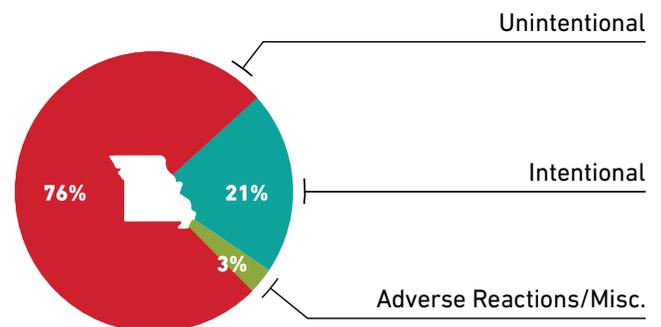
Call Type



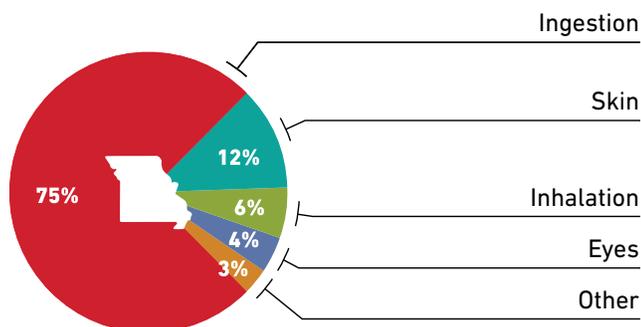
Patient Age



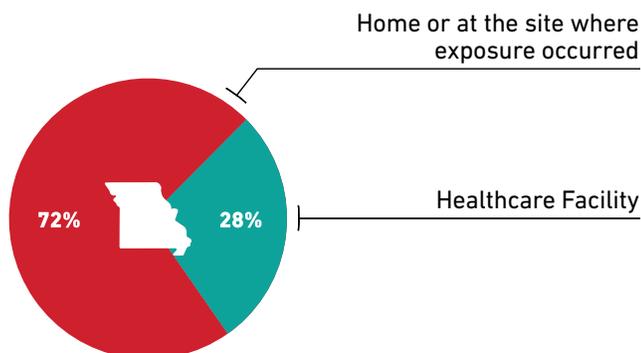
Reason For Exposure



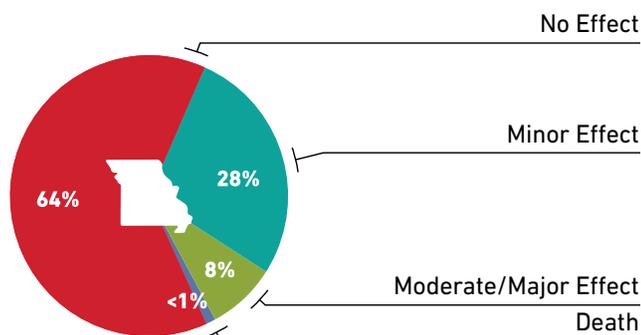
Route



Treatment Site



Medical Outcome



"I spoke to someone at the center who helped me out with some information and I just wanted to say how much I appreciate this service and being able to call someone. The internet is no substitute for people like you who staff lines like this and are able to answer questions. I just want to tell you and Jan thank you."

-Mark W., -Kansas City

SAVING LIVES IS JUST THE BEGINNING

Our expertly staffed poison center saves lives each year. But that's just the beginning. We also save valuable resources. Our trained professionals help callers decide whether or not an ED or physician office visit is necessary. Because most poisonings are not life-threatening, they can be handled in the caller's home or the site of the exposure.

Seventy-two percent of the poison center calls were handled without a trip to the ED, urgent care or hospital, saving millions of dollars in unnecessary expenses each year. According to a study commissioned by the American Association of Poison Control Centers (AAPCC), poison centers save Americans more than \$1.8 billion every year in medical costs and loss of productivity.

The Missouri Poison Center provides reliable, consistent care that not only delivers the best medical outcome, but lowers the overall cost and improves the quality of emergency poison care. Our benchmarks demonstrate a continued savings of more than \$5 million annually in health care costs for Missouri.



Federal partners visit the Missouri Poison Center to discuss ways to raise awareness and support our efforts, as well as those of poison centers across the country.

EDUCATION FOR LIFE

The Missouri Poison Center offers public education programs designed to reach and teach all Missourians through educational materials, presentations, coalitions and partnerships. We also educate medical professionals through programs, lectures and presentations at the Missouri Poison Center, as well as at universities and health care facilities.

Public Education

- Partnerships with county health departments
- Collaboration with Safe Kids and other injury prevention coalitions
- Presentations
- Teaching at health fairs
- Distribution of printed materials
- Monthly newsletter

Professional Education

- Educational programs for licensed health care providers, medical residents, fellows in training, students from across medical disciplines, first responders, EMS providers, advanced pharmacy candidates, Master of Public Health interns and more
- Presentations on-site, at universities and at health care facilities throughout Missouri
- Quarterly newsletter

THANK YOU TO EVERYONE WHO MAKES US POSSIBLE!

The Missouri Poison Center is not-for-profit and is funded by:

The Missouri Hospital Association

State of Missouri

Federal Funding from HRSA (Health Resources & Services Administration)

SSM Health Cardinal Glennon Children's Hospital

Private Contracts, Grants and Donations

CONNECTING THROUGH TECHNOLOGY

In addition to our telephone hotline, we reach out to Missourians through our website, text and chat services, and via social media.

www.missouripoisoncenter.org

This is more than a website. It's a portal for information, education, assistance and outreach. Our mobile optimized website allows us to not only reach more people on more devices, but also gives us the ability post alerts, share seasonal safety tips, and provide teachers, coordinators, clinicians, and organizations poison safety teaching materials online, further extending our reach.

Text + chat services

The Missouri Poison Center's text and chat service offer another way to obtain help for those who can't (or prefer not to) talk on the phone. The poison center nurses and pharmacists continue to recommend phone consultation as the best method for communication during emergencies.

Social media

Engagement on the Missouri Poison Center's Facebook, Twitter and Instagram accounts has grown at a steady rate. Our social media strategy allows us to post trending topics, provide lessons for educators, and offer access to educational games and printables.

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