

A
RESPONSE
LIKE
NO
OTHER.
**ANNUAL
REPORT**



READY FOR ANYTHING. **EVEN 2020.**

The Missouri Poison Center has a history of preparedness. This was especially apparent in 2020, a year of unprecedented challenges.

As the state's only poison center and the best resource for poisoning and overdose questions, concerns and emergencies, the Missouri Poison Center was uniquely poised to help during the pandemic. We not only assessed, triaged, managed and monitored people exposed to poison, but also responded to emerging needs, calmed the chaos and provided accurate information during a time of confusion and uncertainty.



MISSOURI'S POISON EXPERTS

Since 1958, the Missouri Poison Center has served people of all ages throughout Missouri. We offer free, fast, confidential help 24/7 about everything from household cleaners and pesticides to chemicals and carbon monoxide to substance abuse and accidental and intentional overdose. We provide consistent, reliable care to individuals, medical professionals and health care systems.

PANDEMIC PREPARED

As the public increased hygiene efforts to avoid contracting COVID-19, the Missouri Poison Center saw increases in disinfectant-related calls.

FLATTENING THE CURVE

In addition to serving as a valuable, credible, ever-present resource, the Missouri Poison Center helped flatten the curve by keeping people out of the hospital. We continued to reduce the healthcare facility referral rate from 12.26% in 2011 to 6.13% in 2020, decreasing unnecessary emergency department visits when healthcare resources were taxed.

RISING TO THE CHALLENGE

The Missouri Poison Center also provided added insight and awareness to a troubling increase in tween-teen suicide attempts. Suicide attempts spiked for this age group, with numbers doubling among



“
I want to thank you for
always being there for us.
Emergency Department RN (July 2020)

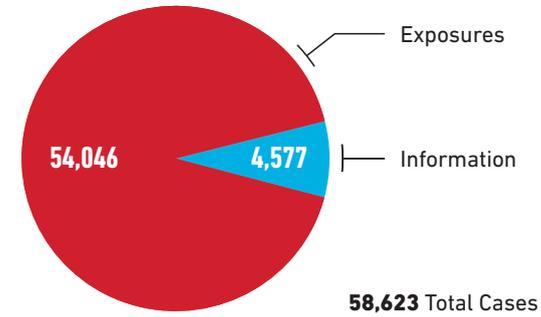


those ages 10 to 15. It's not known if the pressures of virtual learning and the decrease in in-person socialization during the pandemic contributed to this trend. We work to remain a valued partner in data, public awareness and education to help reduce poisonings and overdoses.

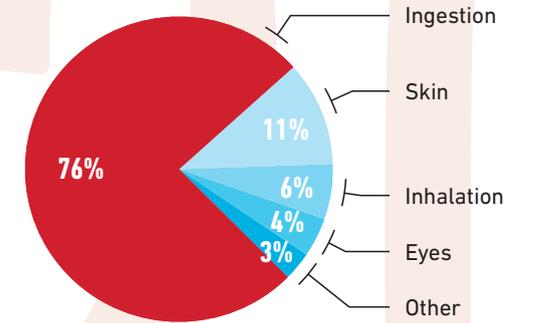
ANSWERING THE CALL

We answer all poison-related concerns, whether or not there's an emergency, in 150 languages and for the hearing impaired at 1-800-222-1222.

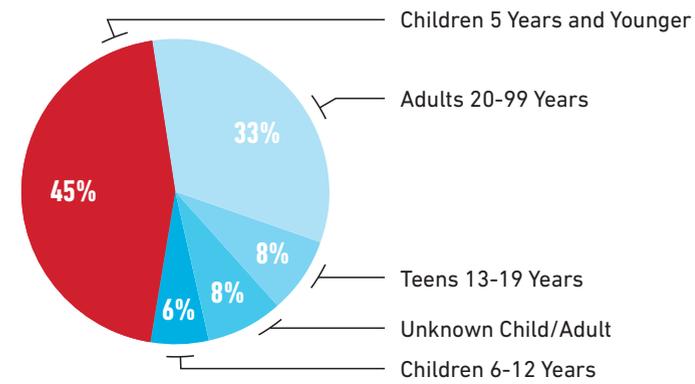
Call Type



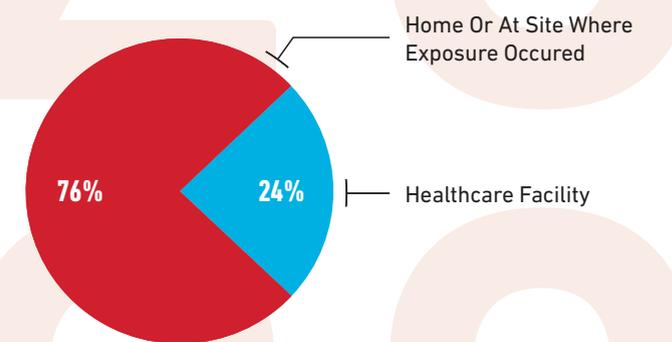
Route



Patient Age



Treatment Site



Increases in Missouri Poison Center Calls

2019 to March of 2021



Hand Sanitizer



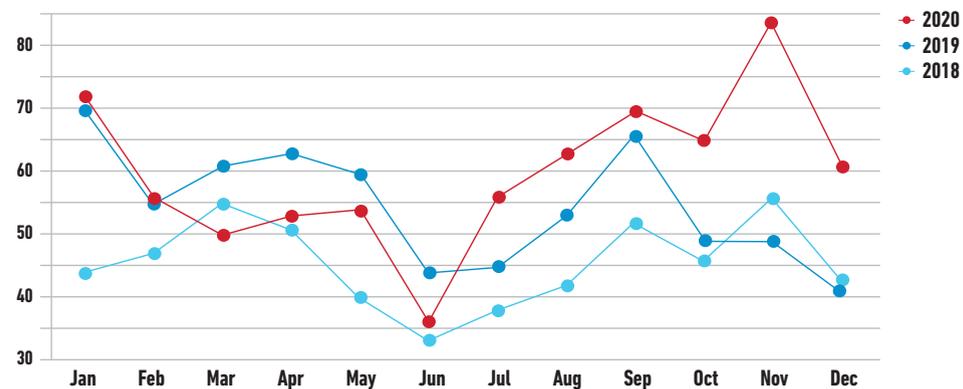
Bleach



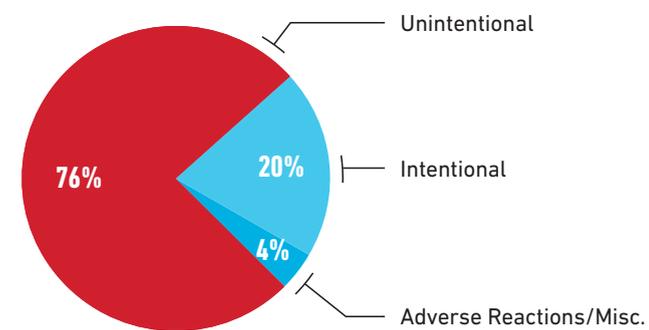
Disinfectants

Despite regional stay-at-home orders, we offered uninterrupted 24-hour telephone consultation for poison exposures and information, an essential service during this time of increased need. We also created educational content for our website regarding COVID-19, with special attention for alleged methods for preventing or treating the disease, correction of inaccurate information disseminated via the internet and social media, methods of safe disinfection and what to do when a mercury-containing thermometer breaks.

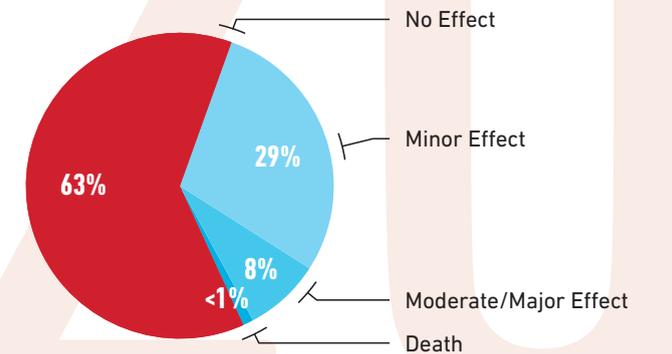
Tween-Teen Suicide Attempts



Reason For Exposure



Medical Outcome



Top 10 Substances Involved in Exposure Calls

- | | | |
|--|--|--|
| #1 Pain Relievers (5,923) | #5 Mental Health Medications* (3,183)
*Sedatives/Hypnotics/Antipsychotics | #8 Dietary Supplements/Herbals/Homeopathic (1,981) |
| #2 Household Cleaning Substances (4,224) | #6 Cardiovascular Drugs (2,812) | #9 Foreign Bodies/Toys (1,858) |
| #3 Antidepressants (3,445) | #7 Antihistamines (2,783) | #10 Alcohols (1,844) |
| #4 Cosmetics/Personal Care (3,382) | | |

EDUCATION FOR LIFE

We furthered our commitment to public and professional education by providing virtual trainings, classes and meetings in lieu of in-person events during COVID-related restrictions.

COVID-19 Education

The Missouri Poison Center shared timely messages about safe disinfectant use and COVID remedies, while combating misinformation about COVID-19, through the use of technology.

- Virtual platforms, social media, webinars and online recordings
- Partnerships with Parents as Teachers, Safe Kids and libraries using virtual sessions
- Attendance and presentations at virtual conferences and health fairs

Public Education

The Missouri Poison Center worked to reach and teach all Missourians through educational materials, presentations, coalitions and partnerships.

- 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

Physicians, nurses, medical professionals and hospitals rely on the Missouri Poison Center for crucial poison information. **One hundred percent of Missouri hospitals used the Missouri Poison Center for poisoning and overdose consultations in 2020.** These professionals also count on us for education.

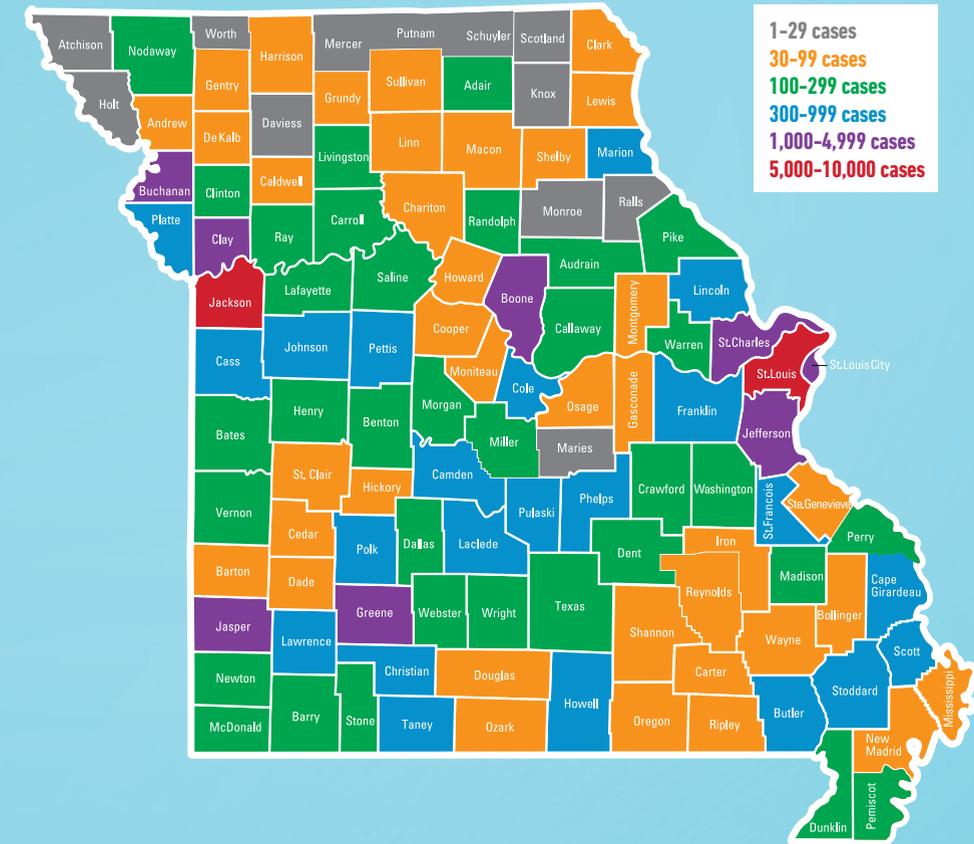
- Educational programs for licensed health care providers, medical residents, fellows in training, students from across medical disciplines, first responders, EMS providers, advanced pharmacy candidates and more
- Presentations on-site, at universities and at health care facilities throughout Missouri
- Quarterly Healthcare Newsletter: *Poison Alert*

CONNECTING THROUGH TECHNOLOGY

In addition to our telephone hotline, we reach out to Missourians through our website, text and chat services, and social media. Our website, missouripoisoncenter.org, is a portal for information, education, assistance and outreach. The Missouri Poison Center's text and chat service offers another way to obtain help for those who can't (or prefer not to) talk on the phone. Our social media presence on Facebook, Twitter and Instagram allows us to post trending topics, provide lessons for educators and offer access to educational games and printables.

“ I appreciate you helping my patients, offering on-time follow-ups and providing great information and assistance.”

Pediatrician (December 2020)



THANK YOU TO EVERYONE WHO MAKES US POSSIBLE!

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