

MISSOURI POISON CENTER



EVERY MINUTE. EVERY DAY. WE'RE THERE.

2023 ANNUAL REPORT


EXCELLENCE MISSOURI CAN COUNT ON.

Every eight seconds someone needs a poison center.

The Missouri Poison Center is there 24 hours a day, seven days a week with lifesaving support and one of the nation's highest scores for performance. In addition to providing exceptional poison education, assessment, triage, and monitoring, we offer round-the-clock, multi-channel access, a team of highly trained professionals, national leadership, and unfettered dedication to financial stewardship.

24/7/365
ACCESS TO POISON HELP

HELP ALWAYS
AVAILABLE IN
150+
LANGUAGES

100% 
OF MISSOURI'S HOSPITALS USE
THE MISSOURI POISON CENTER

OUR APP
PROVIDES
INFO ON **160+**
COMMON SUBSTANCES

76% 
PEOPLE KEPT
HOME VS.
REFERRED
TO A
HEALTHCARE
FACILITY.



MANY WAYS
TO REACH US:

- PHONE
- TEXT
- WEBCHAT
- FACEBOOK MESSENGER
- WHATSAPP MESSENGER
- X MESSENGER

A LEGACY OF TRUST AND SATISFACTION.

Challenges in healthcare, access to poisons, and economic uncertainty have increased. So has our dedication to excellence. We're proud to achieve a 99% customer satisfaction score—and we're even prouder to safeguard the lives and health of Missourians.

CUSTOMER SATISFACTION RATINGS

99.9%

RATED THE SPECIALISTS AS GOOD OR EXCELLENT IN TERMS OF TIMELINESS, COURTESY, UNDERSTANDING, AND KNOWLEDGE.

99.7%

SCORE OF CONFIDENCE CALLERS HAD IN ADVICE/TREATMENT PROVIDED BY THE POISON SPECIALIST.

98.0%

WERE WILLING TO RECOMMEND THE POISON CENTER SERVICES TO OTHERS.

BEST PRACTICES FOR OUR COMMUNITIES' BEST INTEREST.

Delivering care means delivering our best. At the Missouri Poison Center, we put our commitment to quality into action by adhering to best practices in care and training. We regularly review our guidelines to ensure their accuracy and adherence to current standards. Our team of registered nurses and pharmacists undergo rigorous training to become Certified Specialists in Poison Information (CSPI). Our Physician Medical Toxicologist consulted on 1,148 exposures throughout 2023 alone.

The outcome: prevention of unnecessary visits to the emergency department, significant healthcare savings, expanded education about critical poisoning and overdose risks, lives saved and transformed.

KIDS AND CANNABIS: A TOXIC COMBINATION.

Accidental pediatric exposure to cannabis continued to rise in 2023, largely due to the ingestion of palatable edibles. The state and nation have turned to the Missouri Poison Center for answers. Cannabis safety stakeholders have sought out our perspective on packaging to reduce accidental pediatric exposure, and substance use coalitions are using our cannabis tip sheet in their educational programs. Together, we can weed out the risk of cannabis to kids.



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**.

TOP 10 SUBSTANCES INVOLVED IN EXPOSURE

1. PAIN RELIEVERS (7,769)
2. HOUSEHOLD CLEANING SUBSTANCES (4,759)
3. ANTIDEPRESSANTS (3,858)
4. ANTIHISTAMINES (3,689)
5. CARDIOVASCULAR DRUGS (3,568)
6. COSMETIC/PERSONAL CARE (3,362)
7. MENTAL HEALTH MEDICATIONS* (3,087)
8. FOREIGN BODIES/TOYS (2,949)
9. PESTICIDES (2,533)
10. DIETARY SUPPLEMENTS/HERBALS/HOMEOPATHIC (2,498)

*Sedatives/Hypnotics/Antipsychotics



CASE TYPE



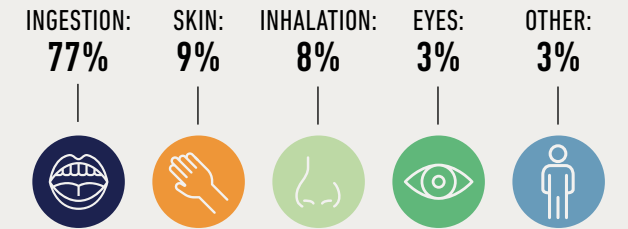
EXPOSURES:
55,436



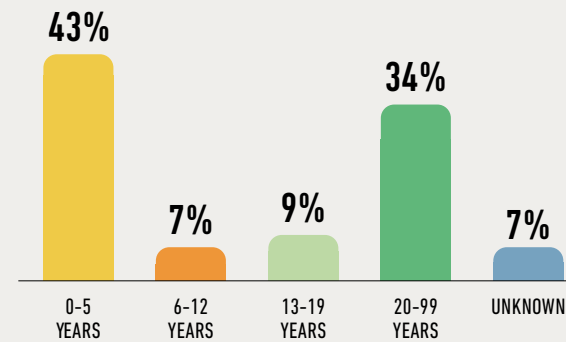
INFORMATION:
4,399

TOTAL CASES: **59,835**

ROUTE



PATIENT AGE



TREATMENT SITE

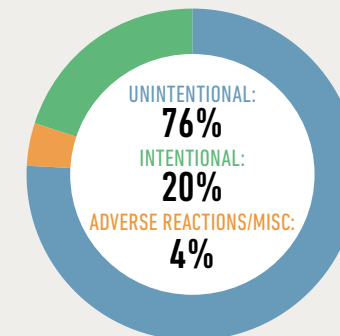


76% HOME OR AT THE SITE WHERE THE EXPOSURE OCCURRED

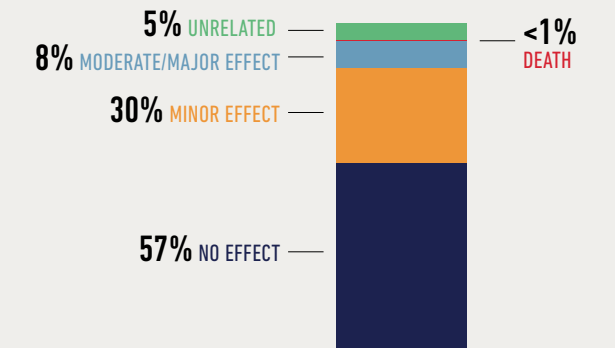


24% HEALTHCARE FACILITY

REASON FOR EXPOSURE



MEDICAL OUTCOME





EXPANDING EDUCATION.

The Missouri Poison Center believes in learning for life—specifically, education designed to save lives from poison exposures. We offer educational programs for the public, healthcare professionals and organizations via training, classes and meetings.

Public education

Our public education endeavors include working with teachers and students of all ages and partnering with substance use coalitions to educate the public about substance exposure, abuse and overdose. In fact, we were invited to participate in an collaborative summit addressing the fentanyl crisis in a larger metropolitan city, as well as take part in numerous substance abuse prevention programs. Other efforts include:

- Teaching at health fairs
- Distributing educational materials and a monthly newsletter
- Partnering with county health departments, Safe Kids and other injury prevention coalitions
- Presenting to various groups and organizations

Professional education

We are taking our world-class professional education worldwide. In addition to providing Missouri physicians, nurses, medical professionals and hospitals with toxin-related information, we also held a series of 13 training classes for poison centers in the U.S., Canada, and Puerto Rico. Other efforts include:

- 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
- Distribution of Poison Alert, our quarterly healthcare newsletter

SOCIAL MEDIA ENGAGEMENT



316 Facebook posts reached more than 177,000 people and generated an increase of 108 new followers.



279 Instagram posts reached more than 41,000 people and generated an increase of 90 new followers.



275 tweets led to more than 25,000 impressions and a 7% increase in followers.



Over 1.6 million video views which is a 279% increase in views from 2022 with 1,687 new followers.



More than 8,700 views on our YouTube channel for a total watch time of more than 97 hours.

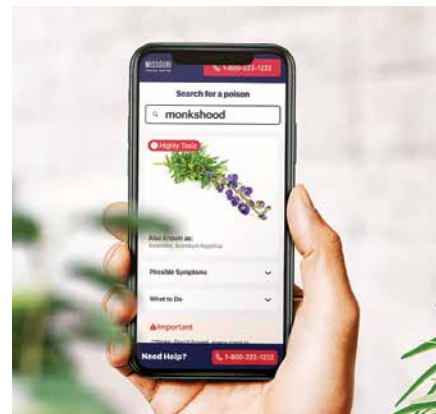
CONNECTED TO COMMUNITIES.

The way people connect is changing—and so are we. We ensure easy access to information and help through our 24/7 telephone help line, website, app and text and chat capabilities. We also click with communities by growing our social media presence to address trending topics, offer educational materials and share videos.

Anyone can download our app for poison exposure information, first aid instructions and videos with no need for an internet connection. Our



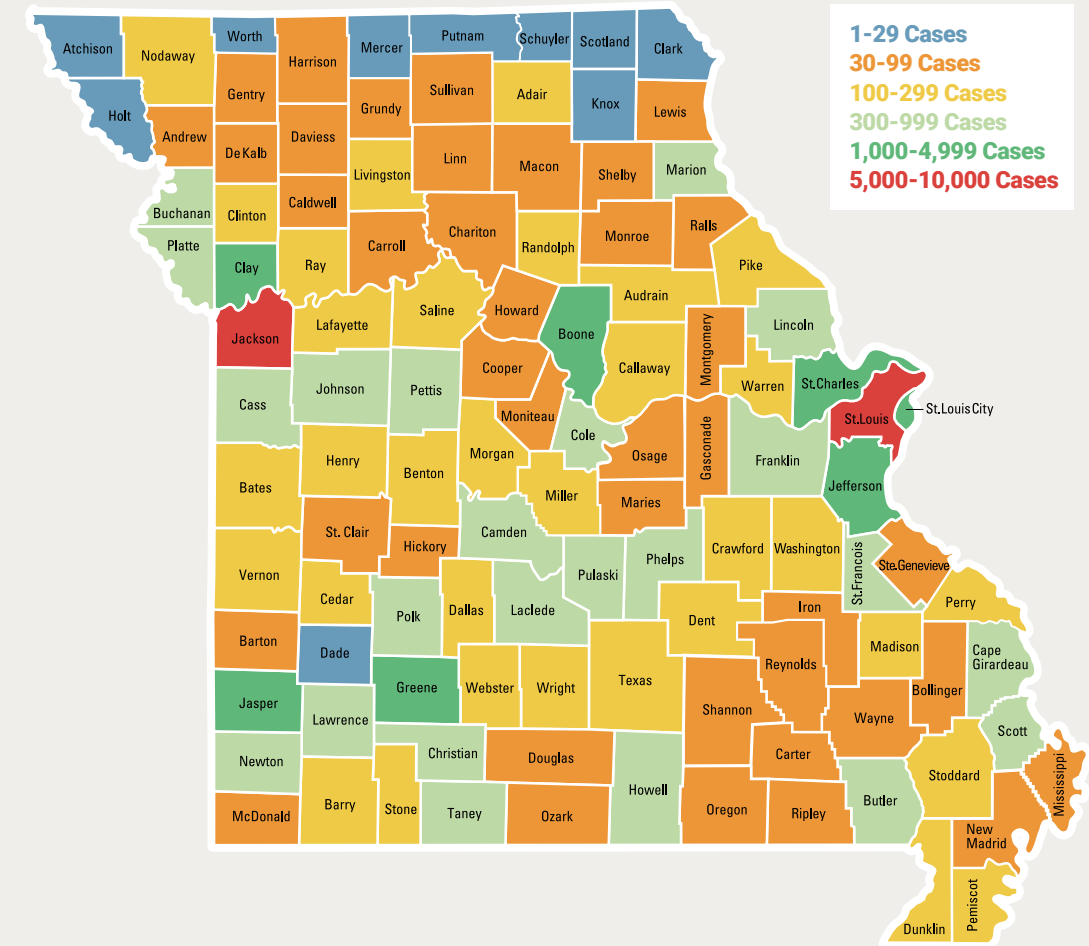
app is available for download via the Apple App Store on Google Play or by scanning the QR code shown here.



THANK YOU FOR SUPPORTING OUR SERVICES.

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.**

2023 CASES REPORTED TO THE MISSOURI POISON CENTER BY COUNTY



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