The Iowa Statewide Poison Control Center is available to every Iowa resident through a toll-free telephone number, 1-800-222-1222. Access is available for the hearing impaired through TTY/TTY, and non-English speaking callers are supported by interpreters who are confirmed in by phone on a moment's notice.

On Our Team

Medical Director
Edward Bottei, MD, FCCP, FACMT
BotteiEM@ihs.org
Edward-Bottei@uiowa.edu

Associate Medical Director
Howard Burns, MD, FACCP, FACMT
Hburns@adl.com

Managing Director
Linda Kain, RN, BS, CSPR
KainL8@ihs.org

Education Coordinator
Tammy Noble, RN, BSN, CSPR
NobleTF@ihs.org

Education Coordinator, Iowa City
Mary Ross, RN, MBA
Mary-b.ross@uiowa.edu

Specialists in Poison Information
Denise Brunner, RN, CSPR
Randy Couch, RN, MS, CSPR
Jennifer Cullenward, RN
Sue Cretsch, RN, BSN, CSPR
J. And Gray, RN, BSN, CSPR
Pat Gunia, RN, BSN, CSPR
Bet Mac, RN, BSN
Sue Ringling, RN, BSN, CSPR

Facts at a Glance

Incoming calls 52,168
Follow-up calls 36,034
Human exposures 31,888
Animal exposures 1,885
Information calls 18,395
Peak call volume 6-10 p.m.
Poisonings managed at home/on-site 74%
Poisonings involving children < 6 yrs of age 53%
Cost savings to Iowa and its residents $7.3 M

From the Director ...

“The only thing we know about the future is that it is going to be different.” Peter Drucker

While a new President has the nation speculating about what changes may occur, this much is assured: A revolution in health care. Decreasing healthcare dollars; changing demographics and aging of the “baby boomers;” advances in technology; changes in health care delivery; increasing consumerism; and an emphasis on safety, effectiveness and efficiency, are just some of the emerging issues.

In these challenging times of identifying ways to deliver health care more cost effectively and efficiently, poison control centers play a central role in reducing health care costs. By handling 74% of cases over the phone at home, the Center helps poisoned patients avoid the cost of unnecessary emergency department visits, ambulance transports, hospital admissions and treatment delays. This results in a net savings to Iowa and its residents of over $7.3 million annually.

Last year the ISPCC responded to a record number of 52,168 calls. This is a 125% increase in calls since 2000 when funds were first appropriated by the Iowa Legislature. As this annual report attests, ISPCC has made significant progress toward achieving the objectives it set in its ambitious strategic plan. We exceeded our financial goals and made great strides in improving patient outcomes, promoting poison prevention, and forging new partnerships to better serve all 99 counties in Iowa. These and many other achievements underscore the ISPCC mission, which focuses on saving lives and limiting injury from poisoning while simultaneously decreasing the cost of health care.
In fiscal year 07-08, the annual operating budget for the ISPCC was $1,080,402. Personnel costs comprised 82% of the direct operating costs. State funding through the Iowa Department of Public Health provided 54% of funding. Grant funding continues to be needed to sustain services. A federal grant awarded by the Department of Health and Human Services, HRSA, funded 26% of total operating costs. A grant of $74,250 provided funding to maintain telephone and computer systems and increase surge capacity. Funding through the Center for Disease Control Public Health Emergency Preparedness. Grant supported activities to improve the surveillance, early detection and investigative capabilities of the center and to provide information to health care providers and the public about chemical, biological and radiological threats or exposures. The ISPCC receives additional funding from hospital partners Iowa State University and University of Iowa Hospitals and Clinics.

Surveillance
The Iowa Statewide Poison Control Center has been an active and critical participant in the preparedness programs of Iowa and the nation since 2003. Today, staffed with highly trained nurses and a physician specializing in toxicology, the ISPCC is part of a network of poison control centers across the U.S. that forms our nation's early warning surveillance system to detect a biological or chemical attack. The FY 07-08 Center for Disease Control Public Health Emergency Preparedness Grant enabled the ISPCC to improve its surveillance capabilities to detect and investigate chemical, biological and radiological threats or exposures.

Top 10 Substances Involved in a Poisoning

1. Pain Medicine
2. Cosmetics/Personal Care Products
3. Household Cleaning Substances
4. Sedative/Hypnotics/ Antipsychotics
5. Antidepressants
6. Topical Preparations
7. Foreign Bodies/Toys/Miscellaneous
8. Cold and Cough Medicine
9. Pesticides
10. Cardiovascular Drugs

Financial Review
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For every dollar invested in the Poison Center, $10 is saved in medical spending.

Last year this saved Iowa $7.3 million!
**Board of Directors**

**FY 07-08**

Paul Abramowitz, PharmD  
Professor and Director, Department of Pharmaceutical Care  
University of Iowa Hospitals & Clinics  
Iowa City, IA

Randy Bay, MD  
Emergency Medicine Department  
Trinity at Terrace Park  
Bettendorf, IA

Paul Berger, MD  
Emergency Medicine Department  
St. Luke's Regional Medical Center  
Sioux City, IA

Shane Cerone*  
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University of Iowa Hospitals & Clinics  
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Jim Gobell  
Controller  
St. Luke’s Regional Medical Center  
Sioux City, IA

William Hasson  
Associate Director, Legal Services  
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*Resigned to relocate out of area effective June 3, 2008

---

**All in a Day’s work:**

Dog ate 20 tramadol pills  
ER nurse caring for patient that injected unknown drug of abuse  
4 y/o given a whole promethegan suppository instead of a ½ suppository  
RN caring for a drug OD  
RN with poly-drug overdose  
Call admits he took drug OD  
Call having adverse reaction to medicine  
10 y/o child got a double dose of his methylphenidate  
33 mo chewed on piece of popcoun  
Dog ate owner's pill  
20 mo ate sibling's vitamin  
2 y/o ate parent's metformin pill  
6 y/o bit into a glassvessel and splashed into eye  
19 mo ate an esterben tablet  
4 y/o chewed on blister package of medicine and pills missing  
12 mo sucked on grandparents’ diuretic pill  
Grandchild bit into a stick of deodorant  
Adult took a swallow of liquid laundry detergent that was in a cup  
16 mo got taste of lotion  
22 mo sprayed pet stain remover in mouth  
2 y/o ate 24 tabs of acetaminophen  
friend took a poly-drug overdose  
11 mo had unknown substance/foreign body in mouth  
3 y/o eating multivitamins with iron  
18 mo rubbed diaper cream on face  
2 y/o ate 1-2 OTC headache tabs  
16 mo got insect repellant in mouth  
3 y/o swallowed a balloon  
Friend took an overdose  
RN with possible OD in ER  
3 y/o ate several antacids  
15 mo sucking on roast of hand sanitizer  
dog chewed up the art trap  
4 y/o sprayed laundry stain remover in mouth  
4 y/o ate firework “smoke” tablet  
RN with drug OD  
3 y/o chewed on diaper  
Dr with drug OD  
2 y/o with automatic toilet bowl cleaner sprayed on face  
2 y/o found eating naproxen tablet  
17 mo with taste of diaper rash cream  
4 y/o sprayed pepper spray on tongue and cheek  
Friend took an overdose  
3 y/o sprayed bathroom cleaner in mouth  
Caller with adverse reaction to napin  
22 mo with taste of antifungal cream  
3 y/o ate one ibuprofen tablet  
teen with accidental needle stick to his arm while vaccinating pigs  
Caller with splash of toilet bowl cleaner in eye  
Ambulance calling regarding 14 mo eating unknown pill of grandfather  
2 y/o got taste of antifungal cream  
2 y/o sprayed perfume in eye  
RN with drug OD  
2 y/o playing with hand dish detergent  
10 mo ate pellet of mouse poison  
3 y/o with taste of aloe vera gel  
4 y/o licked tube of arthritis cream  
RN with poly-drug OD  
8 y/o eating granules from silica gel packet

---

**Poison Control Center Calls**

Every day, specialists at the Iowa Statewide Poison Control Center ease the fears of callers and give them peace of mind by providing expert advice. Specially trained nurses offer confidential advice on poison prevention and treatment 24 hours a day. 7 days a week through the ISPCC toll-free hotline, 1-800-222-1222. The ISPCC also handles calls from non-English speaking populations as well as from the hearing impaired.

In FY 08, the ISPCC staff handled 52,368 calls. Of these:

- 61% were for advice on treating someone exposed to a poison
- 39% were for poison information
- 52% of calls concerned children under the age of 6
- 25% of calls were from physicians or other health care professionals treating poisoning victims
- 74% of poison exposure calls from the general public were managed at the site of exposure by providing first aid instructions over the phone without referral to a health care facility.

In addition to answering calls, the ISPCC staff also makes follow-up calls to check on the victim’s condition and guide extra advice when needed. Last year, 36,034 follow-up calls were made to worried caregivers and healthcare providers.
Consultants
The ISPCC maintains a relationship with a number of expert consultants in many areas related to toxicology should a question be found that our usual and customary resources cannot handle. We would like to acknowledge their contributions to the program.

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Mary J. Koen, MS
Jeff Krich, MD
Ken Sharp, REHS
Linda Kalin, MD
Stuart Schmitz, MS, PE
Ronald Goans, MD, PhD
St Luke's Regional Medical Center (Sioux City)

Iowa Department of Natural Resources
Kathy Lee
Iowa State University
Steve Ensley, DVM
Gary Osweiler, DVM, PhD
Lois Tiffany, PhD

Siouxland District Health Department
Michelle Clausen-Rosendahl, MPH, REHS
Fran Sadden, RN
Dan Weakley

University Hygienic Laboratory
Lee Friell, MS
Mike Pentella, PhD
Don Simmons, PhD
Mike Wichman, PhD
John Vargo, PhD

University of Iowa Hospitals & Clinics
Chris Atchison, MPA
Kenneth Goins, MD
William Haynes, MD
Jessica Moreland, MD
Marcus Nashelsky, MD
Shawn Simmons, MD

Iowa Hazardous Materials Team Leaders
Asst. Chief Jim Clark, Sioux City

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Linda Kalin Slated to Lead National Committees
Linda Kalin, Director of the Iowa Statewide Poison Control Center, was recently appointed to serve as Co-Chair of the Accreditation Committee of the American Association of Poison Control Centers (AAPCC). AAPCC accreditation is a process through which a Poison Center is able to measure the quality of its services, and performance against nationally recognized standards. Although accreditation is voluntary, some funding sources (i.e., state HRSA require AAPCC accreditation as a condition of funding. The Accreditation Committee reviews applications for accreditation from approximately 60 poison centers in the United States and determines compliance with set standards for excellence. Linda was also recently appointed to serve as Chair of the Accreditation Standards Task Force charged with reviewing and revising the current standards for Accreditation of Poison Centers and Poison Center Systems. Linda has over 20 years of experience in poison center activities and clinical toxicology. Linda began her career as an emergency room nurse and in 1989 became Iowa’s first Certified Specialist in Poison Information (CSP). She was instrumental in the development of the statewide poison control center, established in 2000 as a partnership between Iowa Health System and University of Iowa Hospitals and Clinics. Linda serves on numerous local, state and national committees and is a frequent lecturer on topics involving poisonings and overdose management. She is currently an adjunct faculty member at the University of Iowa College of Pharmacy, Drake College of Pharmacy, and St. Luke’s College of Nursing.

Poison Center Utilization: Calls by County
Outreach and education are key elements of the ISPCC’s services.

The Iowa Statewide Poison Control Center educates thousands of people each year about poisonings and overdoses. Public education efforts are intended to help increase awareness of the poisons that are found in every home, business, and school, and to help prevent poisonings from occurring. The ISPCC also strives to make sure that all Iowans know that they can quickly and easily get information by contacting the ISPCC, 24/7, if a poisoning occurs.

In FY08, the ISPCC provided speakers and/or materials for poison prevention programs in Iowa. ISPCC Education Coordinator Tammy Noble, RN, BSN, CSP, taught classes for preschoolers to senior citizens with a total audience of 3,632. Several organizations partnered with the ISPCC to provide education to their patients, customers, clients, and students. These organizations include hospitals, physician clinics, fire departments, police departments, childcare agencies, pharmacies, Red Cross, and nursing homes. Head start and school nurses. In all, more than 115,000 pieces of educational materials (brochures, magnets, telephone stickers, teacher kits, and other pieces) were distributed.

The ISPCC is also an important resource for the media. In FY08, ISPCC staff participated in 5 television, 5 newspaper and 2 radio interviews on various poison-related topics.

Professional education is targeted toward the special needs of health care professionals. Programs and materials are designed to help the health care provider better manage poisoning and overdose cases that end up in a health care facility. In FY08, 47 programs were conducted at hospitals, colleges, regional, and state conferences by ISPCC staff. These programs were attended by more than 1,629 physicians, nurses, EMS providers, pharmacists, physician assistants, and other health care providers.

FY 08 Fatalities
The deaths listed below are those cases reported by health care facilities to the ISPCC for management of a suspected poisoning where the ISPCC received confirmation of a fatal outcome. In those cases where several substances were ingested, the cause of death is assigned exclusively to the substance that was determined to have had the most toxic effect. The relatively small number of deaths reported to the ISPCC does not accurately represent the true extent of poisoning as a cause of acute injury and death in the state. Poisoning-related deaths continue to rise at the national level. There are several reasons that the majority of death cases may go unreported to the ISPCC. Patients that are found dead on arrival at the hospital whose history indicates treatment with a known BLS protocol may not be reported to the ISPCC by first responders, law enforcement, medical examiners, or other health care providers. Overdoses of abused substances may also go unrecognized as a poisoning case.

+ 53 y/o female, mepergan, flutamide
+ 23 y/o female, ofloxine, sertraline, topiramate
+ Unknown adult (over 20 yrs), alcohol
+ 44 y/o female, amitriptyline
+ 44 y/o female, acetaminophen
+ 53 y/o female, esclodorsam, cytoconaspirine, acetaminophen, bupropion, alkohol
+ 81 y/o female, liquid drain opener
+ 32 y/o male, asethran
+ 72 y/o female, carbon monoxide
+ 74 y/o male, carbon monoxide
+ unk adult, atyline glycol
+ 90 y/o female, acetaminophen
+ 18 y/o male, morphine, phentermeline, dextromethorphan, runing
+ 48 y/o female, hydroclocsran/AR, cytoconaspirine, paraceline
+ 435 male, oxycodone, dextromethorphan, bupropion, gabapentin
+ 55 y/o female, asethran
+ 25 y/o female, diphenoxile 945
+ 53 y/o female, doxepine, lansoprazol, esclodorsam
+ 11 m/o female, carbon monoxide
+ 51 y/o female, carbon monoxide
+ 2 y/o female, carbon monoxide
+ 63 y/o male, carbon monoxide
+ 66 y/o male, carbon monoxide
+ 70 y/o female, bupropion, dextromethorphan
+ 83 y/o male, anti-dandruff shampoo
+ 36 y/o male, carbon monoxide
+ 4 y/o male, carbon monoxide
+ 19 m/o female, carbon monoxide
+ 3 y/o female, vitamin with iron
+ 32 y/o male, mahanaphrine hydrochloride, alcohol
+ 73 y/o female, carbon monoxide
+ 46 y/o male, carbon monoxide
+ 30 y/o male, carbon monoxide
+ 22 y/o male, unknown
+ 45 y/o male, anti-tetany, alcohol, asethran/AR
+ 34 y/o male, trazodone
+ 88 y/o female, arsenic
+ 36 y/o male, acetaminophen, cocaine
+ 16 y/o male, diphenhydramine, trazodone, asethran

\[\text{FY 08 Fatalities}\]

\[\text{Calls by County}\]

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Asst. Chief Jim Clark, Sioux City
Gary Brown, REAC/TS, Oak Ridge, TN
Ronald Goans, MD, PhD
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FY 07-08

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All in a Day's work:
Dog ate 20 tramadol pills
ER nurse caring for patient that injected unknown drug of abuse
4 y/o given a whole promethegan suppository instead of a ½ suppository
RN caring for a drug OD
RN with poly-drug OD
Pills too early
RN with drug OD
3 y/o bit into atopamax pill
Adult caller accidentally took her metformin twice

Poison Control Center Calls
Every day, specialists at the Iowa Statewide Poison Control Center ease the fears of callers and give them peace of mind by providing expert advice. Specifically, 24-hour operators answer questions regarding first aid, location of medicine cabinets, and potential poisons in and around the home.

In FY 08, the ISPCC staff handled 52,168 calls. Of these:
- 61% were for advice on treating someone exposed to a poison
- 39% were for poison information
- 52% of calls concerned children under the age of 6
- 25% of calls were from physicians or other healthcare professionals treating poisoning victims
- 74% of poison exposure calls from the general public were managed at the site of exposure by providing first aid instructions over the phone without referral to a health care facility.

In addition to answering calls, the ISPCC staff also makes follow-up calls to check on the victim's condition and give extra advice when needed. Last year, 36,034 follow-up calls were made to worried caregivers and healthcare providers.

Types of Calls

<table>
<thead>
<tr>
<th>Year</th>
<th>Human Exposures</th>
<th>Information Calls</th>
<th>Animal Exposures</th>
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In a Day's Work

All in a Day's work:
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RN with poly-drug OD
Pills too early
RN with drug OD
3 y/o bit into atopamax pill
Adult caller accidentally took her metformin twice
What We Do (ISPCC Services):

24/7 Emergency Hotline:
Poison information and poison management advice is provided, free of charge, 24 hours a day, 7 days per week to health care providers and the general public. It is the combination of experienced RN Certified Specialists in Poison Information, with back-up board-certified medical toxicologists, which makes treatment at home possible and safe. About 74% of poisonings are managed entirely at home with telephone guidance from the Iowa Poison Center.

Toxicology Consultation:
Our physician toxicologists provide 24-hour coverage for health care providers throughout the state.

Poison Prevention Education:
ISPCC educators promote poison prevention and awareness to all ages through education programs, media contacts, poison center websites, and distribution of poison prevention materials. Poison prevention brochures, telephone stickers, posters and other printed materials are available to the general public via mail, fax or internet at www.iowapoison.org. We also provide a video lending library.

Professional Education:
The ISPCC offers a 5-week rotation for pharmacy students; toxicology education is provided for physicians, nurses, pharmacists, EMS personnel, police, HAZMAT teams, and other health care providers.

Research:
Our staff actively engages in clinical and educational research activities involving poison-related topics.

Health Care Cost Containment:
The residents of Iowa save over $7 million annually in unnecessary health care costs by using the ISPCC services. By managing 74% of cases over the phone at home, the ISPCC helps patients avoid the cost of unnecessary emergency room visits and ambulance runs. Studies have shown that poison control centers are at least three times more cost effective than child safety seats, smoke detectors, or bicycle helmets.

Health and Economic Benefits:
The value of poison center services to residents of the United States has been recognized by the American Academy of Pediatrics, the American College of Emergency Physicians, the American Medical Association, the Centers for Disease Control and Prevention, the Institute of Medicine, and the U.S. Consumer Product Safety Commission. Internationally, the World Health Organization and the United Nations recognize the importance of poison centers in every country.

In 2008, a cost study was conducted (Effectiveness of the Iowa Poison Center: Impact on Health Care Costs) demonstrating how the Iowa Statewide Poison Control Center is effective at controlling health care costs in Iowa.

- For every dollar spent on Iowa poison control services, $3.0 is saved in medical spending.
- The average cost per call to a poison center in the U.S. (2007) is $44.89.
- By using the Iowa Statewide Poison Control Center, residents of Iowa save more than $7 million annually, reducing the cost of unnecessary emergency room visits and ambulance runs.
- The cost per human exposure call to the Iowa Statewide Poison Control Center last year was $33.88. The average cost per call to a poison center in the U.S. (2007) is $44.89.
- Substantial medical cost savings occur because treatment guidance for the majority of poison exposures can be provided over the phone, thus reducing emergency room visits, ambulance use, hospital admission and length of hospital stay.
- In FY 07-08, more than 23,000 Iowa children and adults were safely managed at home, resulting in a net savings to Iowa's health-care system of over $7.3 million.

The Iowa Statewide Poison Control Center represents a unique public-private partnership providing our state with a cost-effective and efficient public health resource. In addition to decreasing deaths, illness and suffering, the ISPCC offers a remarkable 30:1 return on investment.
The Iowa Statewide Poison Control Center is available to every Iowa resident through a toll-free telephone number, 1-800-222-1222. Access is available for the hearing impaired through TDD/TTY, and non-English speaking callers are supported by interpreters who are confirmed in by phone on a moment’s notice.

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KainLi@ihs.org

Education Coordinator
Tammy Noble, RN, BSN, CSPI
NobleTF@ihs.org

Education Coordinator, Iowa City
Mary Ross, MPH, MBA
Mary-b.ross@uiowa.edu

Specialists in Poison Information
Denise Brunner, RN, CSPI
Randy Couch, RN, MS, CSPI
Jennifer Cullenward, RN
Sue Cutsch, RN, BSN, CSPI
Jen and Gray, RN, BSN, CSPI
Pat Dunia, RN, BSN, CSPI
Bel Mroz, RN, BSN
Sue Ringling, RN, BSN, CSPI

Facts at a Glance

- Incoming calls: 52,168
- Follow-up calls: 36,034
- Information calls: 18,395
- Human exposures: 31,888
- Animal exposures: 1,885
- Poisonings managed at home/on-site: 74%
- Poisonings involving children < 6 yrs of age: 53%
- Cost savings to Iowa and its residents: $7.3 M

From the Director ...

“The only thing we know about the future is that it is going to be different.” Peter Drucker

While a new President has the nation speculating about what changes may occur, this much is assured: A revolution in health care. Decreasing healthcare dollars; changing demographics and aging of the “baby boomers;” advances in technologies; changes in health care delivery; increasing consumerism; and an emphasis on safety, effectiveness and efficiency, are just some of the emerging issues.

In these challenging times of identifying ways to deliver health care more cost effectively and efficiently, poison control centers play a central role in reducing health care costs. By handling 74% of cases over the phone at home, the Center helps poisoned patients avoid the cost of unnecessary emergency department visits, ambulance transports, hospital admissions and treatment delays. This results in a net savings to Iowa and its residents of over $7.3 million annually.

Last year the ISPCC responded to a record number of 52,168 calls! This is a 125% increase in calls since 2000 when funds were first appropriated by the Iowa Legislature. As this annual report attests, ISPOCC has made significant progress toward achieving the objectives it set in its ambitious strategic plan. We exceeded our financial goals and made great strides in improving patient outcomes, promoting poison prevention, and forging new partnerships to better serve all 99 counties in Iowa. These and many other achievements underscore the ISPCC mission, which focuses on saving lives and limiting injury from poisoning while simultaneously decreasing the cost of health care.

Our Mission

To reduce illness, deaths and costs associated with poisoning through providing statewide 24-hour emergency telephone advice, poison prevention information and education.

2007-2008 Annual Report