



# WASHINGTON POISON CENTER

An Independent Nonprofit Organization



## ANNUAL REPORT

# 2024



[www.wapc.org](http://www.wapc.org)

501(c)3 Nonprofit  
Tax ID 94-3214597

## Thank you for your trust & support

While this Annual Report reflects the programming and financials of our Fiscal Year 2024–2025, we are also eager to share the momentum we've gained since its close. Thanks to the commitment and support of our partners, we are not just sustaining operations, we are expanding our impact and reaching even more people with our services.

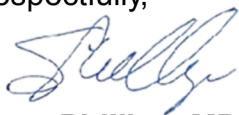
### We are grateful for the opportunity to:

- Highlight the **\$23 million in healthcare costs** our staff prevent annually by treating people safely at home, avoiding unnecessary ER visits.
- **Recognize our Call Center Staff** of Doctors of Pharmacy, MD Toxicologists, and Registered Toxicology Nurses, who are on the front lines 24/7 providing lifesaving guidance to the public and health professionals.
- **Celebrate our Public Health Education Team's work.** In a year marked by public health challenges, our educators rose to the occasion. As an independent 501(c)(3), WAPC responded quickly and nimbly to local needs—particularly in Spokane and Eastern Washington. Our team launched a new health literacy program for immigrants refugees, and continued their work on naloxone administration and opioid-related stigma reduction trainings.
- **Thank our hospital partners**, whose investment in and collaboration on our services since 2006 has strengthened patient care. This year, Dr. Phillips visited 47 hospitals to provide toxicology training and deepen collaboration.
- **Extend sincere thanks to the Washington State Legislature** for their essential support. Stable public funding enables us to maintain our emergency medical treatment services and expand harm reduction initiatives.
- **Preview our technology and communications upgrades**, including a new website with live chat and text access to our 24/7/365 Poison Helpline, making it easier than ever for Washingtonians to reach us—especially those who may not feel comfortable calling.

The Washington Poison Center is the only organization in the state that merges deep toxicological expertise with robust public health practice. An investment in WAPC is a proactive investment in community safety, saving lives and reducing burdens on healthcare and emergency systems statewide.

**Thank you for standing with us in advancing public health and safety, especially during these challenging times. Together, we are ensuring that the Washington Poison Center not only survives — but thrives.**

Respectfully,



**Scott Phillips, MD**  
Executive/Medical Director



**Anita Mires,**  
Board of Directors, President



# Poisonings can happen to anyone. Washington Poison Center is here to help.

Washington Poison Center is a statewide, nonprofit organization dedicated to preventing and reducing harm from poisonings and overdoses. Our expert staff are a reliable and consistent resource for timely, relevant, and life-saving information for anyone – from parents and seniors to healthcare professionals and educators. We remain up-to-date on emerging trends and clinical guidelines to make sure we are offering the best support, education, and guidance to all Washingtonians, when they need it.



## Our Mission:

To prevent and reduce harm from poisoning through expertise, collaboration, and education.

## We accomplish this through:

- 24/7/365 Poison Helpline
- Clinical education
- Public health education
- Community outreach
- Data and research
- Resources for policymakers

## Our Team

We are healthcare professionals, educators, & advocates passionate about keeping our communities health & safe.

### Leadership



**Scott Phillips, MD, FACP, FACMT, FAACT**  
Executive/Medical Director



**Jimmy Leonard, PharmD, DABAT**  
Managing Director



**Sierra Ranier, DBA, MBA, SHRM-SCP**  
Director of Business Operations



**Michele Meaker, MPA**  
Director of Development  
& Grants Management



**John Churchill**  
Director of IT



**Meghan King, MPH**  
Director of PR & Education

### Education & Outreach

**Alex Sirotzki, MPH**  
Public Health Education Specialist  
*Western Washington*

**Justin Mauger, MA, BSW**  
Community Health Educator  
*Central & Eastern Washington*

**Beth Miller, MPH**  
Community Outreach Educator  
*Eastern Washington*

### Administration

**Sara Stevens, MPA**  
Administrative Assistant & Receptionist



## Call Center

- Aaron, PharmD, SPI
- Chris, PharmD, SPI
- David S., PIP
- Amanda, PharmD, CSPI
- Curtis, PharmD, CSPI
- Devin, PharmD, CSPI
- Amen, PharmD, SPI
- David D., PharmD, CPSI
- Gordon, PharmD, CSPI

### Three staff members became CSPIs

(Certified Specialists in Poison Information)



**Jessi, David, and Katie**

#### Becoming a CSPI requires:



A degree as a nurse, pharmacist, or other licensed healthcare professional



1 year of additional training at a Poison Center  
+ helping at least 2,000 callers



Passing a rigorous certification exam

- Jenna, PharmD, CSPI
- Jessi, PharmD, CSPI
- Joan, RN, CSPI
- Katie, PharmD, CSPI
- Kelly, PharmD, CSPI
- Kelsey, PharmD, SPI
- Kiana, PharmD, CSPI
- Lorelei, MD, CSPI
- Marlo, PharmD, CSPI
- Noemi, PharmD, CSPI
- Noreen, RN, CSPI
- Sami, MS, PIP
- Trent, PharmD, CSPI
- Van, PharmD, CSPI

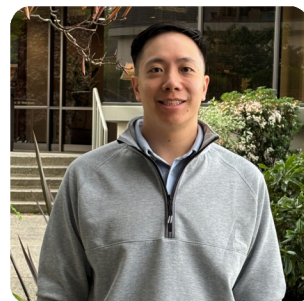
## New Staff



**Aaron**



**Amen**



**Chris**



**Kelsey**



## From Trainees to Employees

### Kelsey, PharmD, SPI

*“Joining the Washington Poison Center as a pharmacist after completing my student rotation here was both exciting and incredibly rewarding. I applied just a few weeks before graduation, and after my time on rotation, I knew this was the kind of work I could see myself doing long-term. Not only is this an extremely unique area of expertise, but no day is the exact same here at the center which is only a few of the many factors that drew me in.*

*It felt great to return and work alongside the same individuals who had supported me and helped me grow as a student. It’s such a unique place to work, with a specialized focus that keeps things interesting and meaningful. I’m excited about what the future holds and look forward to the continued changes and evolution of WAPC!”*



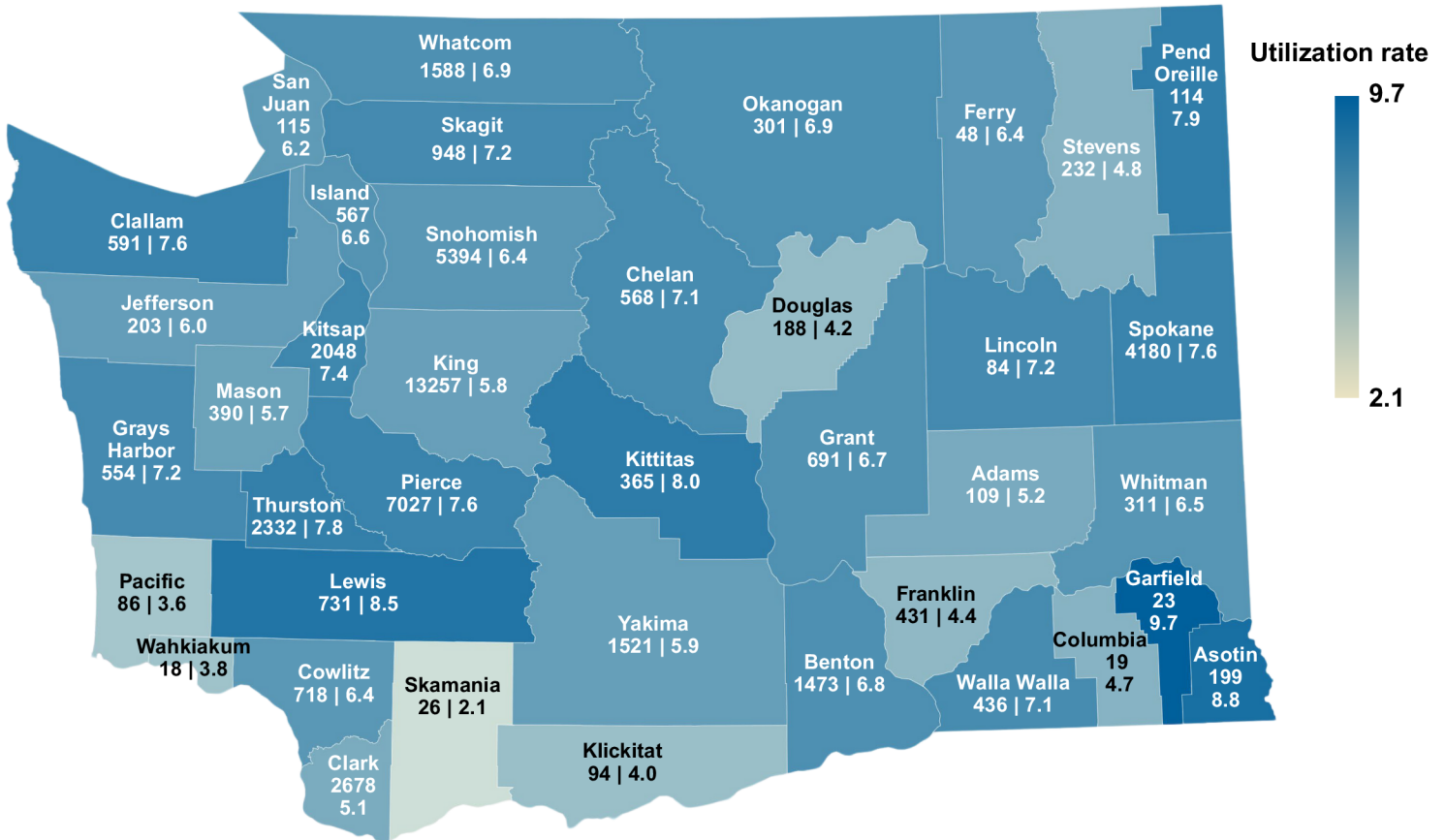
### Jimmy Leonard, PharmD, DABAT

This year, we welcomed Jimmy Leonard back to WAPC! After completing a resident rotation in our call center in 2016, Dr. Leonard returned to us as our new Managing Director. In this role, he leads our Poison Helpline services, overseeing and educating our pharmacists and nurses to ensure we provide the highest-quality treatment advice and consultations. He also frequently provides free clinical education and community outreach to organizations throughout Washington, participates in emergency planning work groups, and builds collaborations with healthcare and public health entities.

Born and raised in Western Washington, Dr. Leonard holds a Doctorate of Pharmacy from the Washington State University College of Pharmacy and is Board Certified in Applied Toxicology. He completed a general pharmacy residency in Olympia, followed by a two-year Clinical Toxicology fellowship at the Maryland Poison Center and University of Maryland School of Pharmacy. After his fellowship, he practiced for several years before returning to Washington. We are excited to have him back!

# Answering the Call

## Washington Poison Center exposure cases & utilization rate\* by county (2024)



\*Utilization rate = (Exposures \* 1000) / Population

Clark, Skamania, and Klickitat Counties have significant issues with misrouted calls, with a substantial number of calls routed to the Oregon Poison Center instead of Washington Poison Center. Calls taken by Oregon are not represented in the above map.

*"They walked me through where to find information about the product in question, gave me advice and offered sincere reassurance to the point where I have absolutely no reservations about calling. There is also never any judgment put on the caller, something so appreciated in times of escalation."*

## According to our 2024 Caller Satisfaction Survey:

**100%**

rated our services as meeting or exceeding their expectations

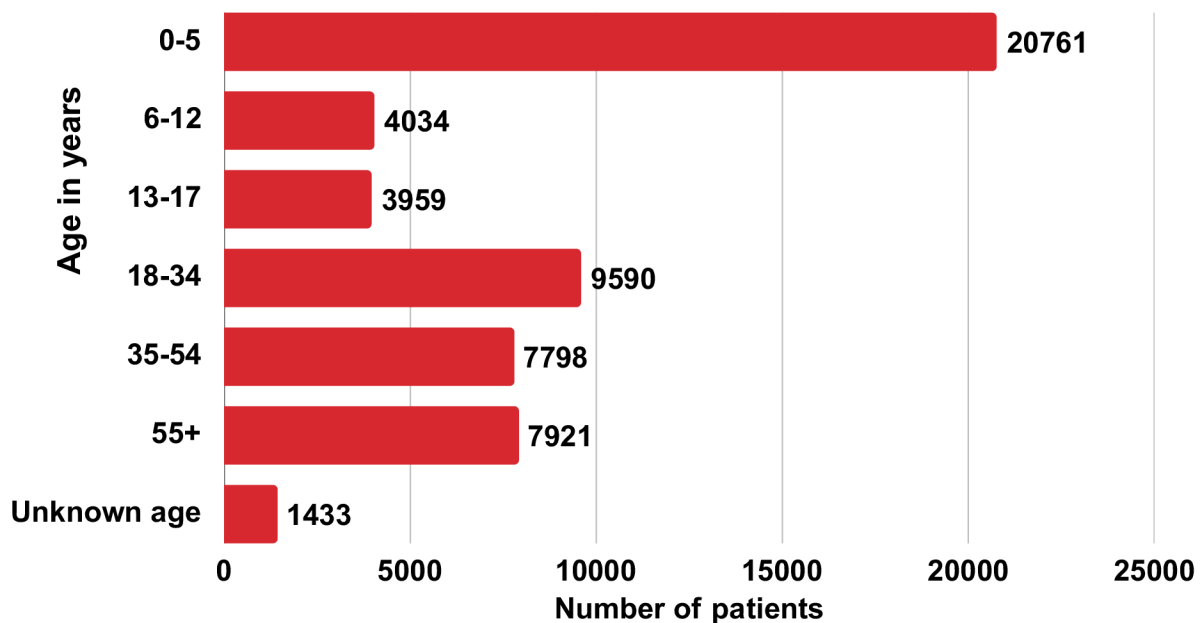
**98.5%**

will call us again

## Patient Ages

**Poison centers are not just for kids.** In a world with conflicting and confusing information on drugs and harmful substances, we're here to help you at any age navigate difficult situations and next steps.

**Washington Poison Center patients by age (2024)**



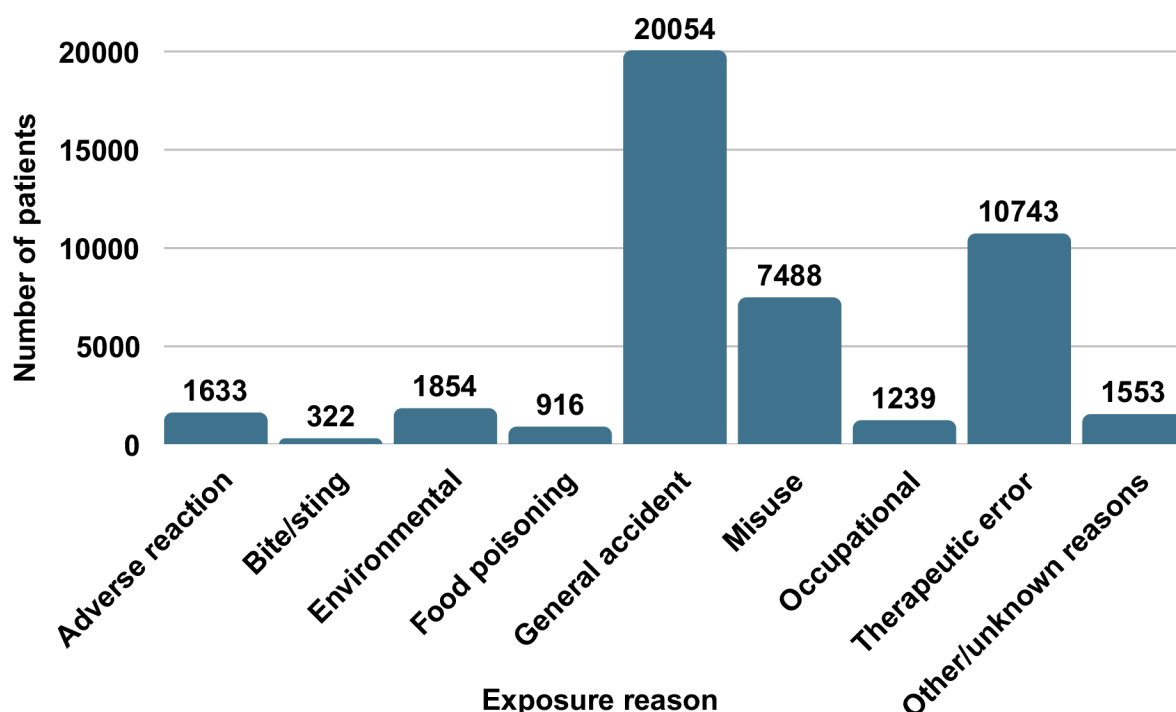
***"It's the first time I called the poison center. My English is not that good and [the] woman was very helpful and understanding. She really knew the tone of voice and information to say to me to make me feel better."***

***"I was incredibly grateful for the way they helped me assess evidence to make a plan and to have confidence in my decision. I felt supported as a mother and encouraged to trust myself. Which, when you're beating yourself up over 'how could I leave that out,' was incredibly appreciated."***

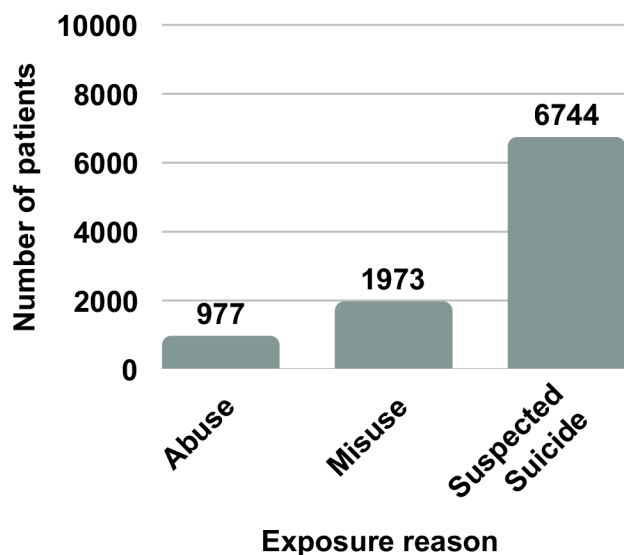


# Reasons for Calling Us

## Unintentional poison exposure reasons\* for patients (2024)



## Intentional poison exposure reasons\* for patients (2024)



*"I have depended on being able to call quickly for information for about 50 years... Thank you for being a part of my life growing up and taking care of kids. I'm happy to have not needed you often, but now realize that I take for granted that you will be there."*

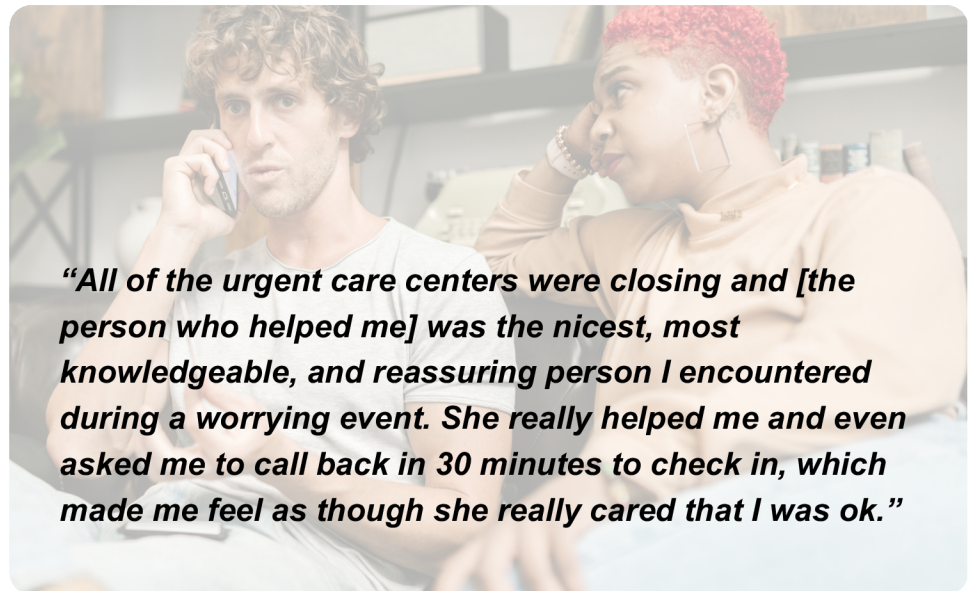
\*See definitions of exposure reasons in our [Term Glossary](#)

# We are here to help you, without judgment.

When you call us, you'll immediately be on the phone with a healthcare professional who guides you through next steps and is with you every step of the way. Think of us first and call, 24/7/365 days a year, with any question, potential poisoning, or overdose emergency.

## 2024 Quick Stats

- 62,139 patients
- 77,972 inbound phone calls
- 55,496 patients called about potential poisonings
- 6,643 patients called for information only
- We treated 93% of patients who called us first at home, avoiding the stress and costs of the emergency room



Our no cost home management of callers saves patients, their health insurance companies, and the state of Washington an estimated **\$23 million per year**.

## Top 5 Substances



Pain medicines



Cleaning products



Antidepressants



Heart medicines



Cosmetics/  
personal care  
products

Visit [wapc.org](http://wapc.org) to see annual statistics on the Top 10 most common exposures

## Education Highlights



Alex at a resource fair for older adults

## 2024 Quick Stats

- 185 events
- 11,159 attendees
- 22,441 Mr. Yuk stickers distributed

## Limited English Proficiency Health Access Project

We launched our new Limited English Proficiency Health Access Project (LEPHAP) to improve health and safety for Washington refugees and immigrants. Our team developed a health literacy handout in 24 languages, which we distributed to three key partner organizations in Spokane. We directly trained refugees and immigrants, while also equipping social service workers at partner organizations to integrate our materials into their services.

Looking to 2025, we're excited to expand LEPHAP into more resettlement agencies, educational institutions, and service organizations. We also plan to introduce materials on understanding and managing medications across cultural contexts, as well as addressing healthcare discrimination.



Justin presenting to Refugee & Immigrant Connections Spokane



## Introducing Beth

Beth Miller graduated with a Master of Public Health degree from Eastern Washington University in 2024. While working on her degree, Beth volunteered with us to develop the Limited English Proficiency health literacy flyer. Since graduating, she continues to provide presentations to immigrant and refugee organizations in Eastern Washington. Beth's goal is to raise awareness that WAPC is a resource for everyone.



## Student Highlights



**Rachel with her WAPC supervisors  
Meghan & Alex**

### Rachel Koller

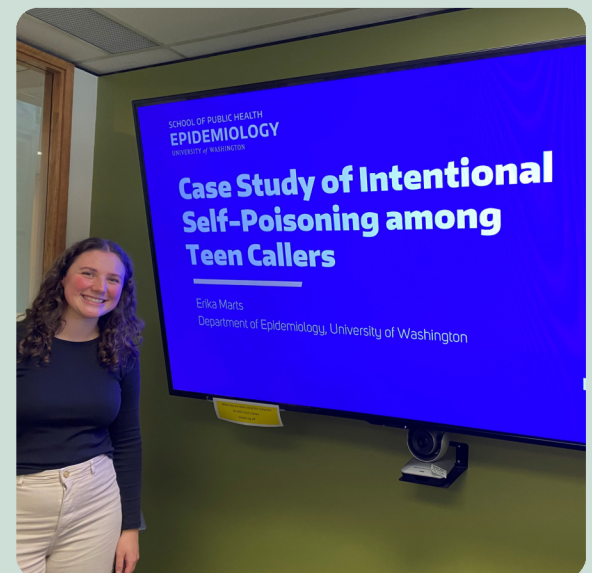
Rachel Koller, a Master of Public Health student in Community-Oriented Public Health Practice at the University of Washington, developed an evaluation plan for WAPC on a substance use prevention and harm reduction curriculum for middle school students. The curriculum, Know Drugs, was previously developed in 2023 by a public health student.

Amid rising youth overdoses in Washington, Rachel gathered feedback from educators and students to assess the curriculum's relevance, feasibility, and impact. She developed an evaluation plan and recommendations to update the curriculum, with the goal of fostering informed, stigma-free, and empathetic approaches to youth substance use.

### Erika Marts

Erika Marts, a Master of Public Health student in Epidemiology at the University of Washington, examined intentional self-poisoning calls from teens to WAPC. By performing qualitative data analysis on patient calls and interviews with our call center staff, Erika helped us better understand teen perspectives on intentional self-poisoning, subsequently improving our patient care and targeted messaging to teens.

Erika used her data analysis findings to create a "Fast Facts for Teens" flyer for teen audiences. The flyer uses age-appropriate, empathetic communication strategies to clarify misconceptions and support teen callers in crisis.



**Erika presenting at WAPC**

## Data Spotlight: Water Beads

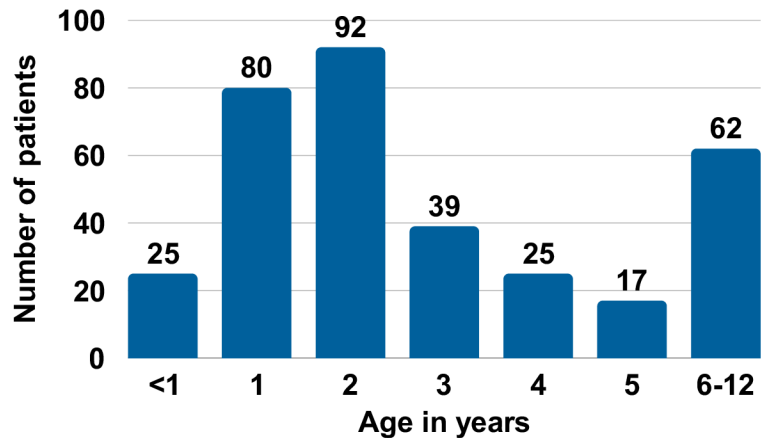
**Water beads** are tiny beads that absorb water and grow up to 100 times in size. They are used as sensory toys for children, as well as in products like stress balls, cold packs, vase fillers, and more.

### Non-toxic ≠ Safe

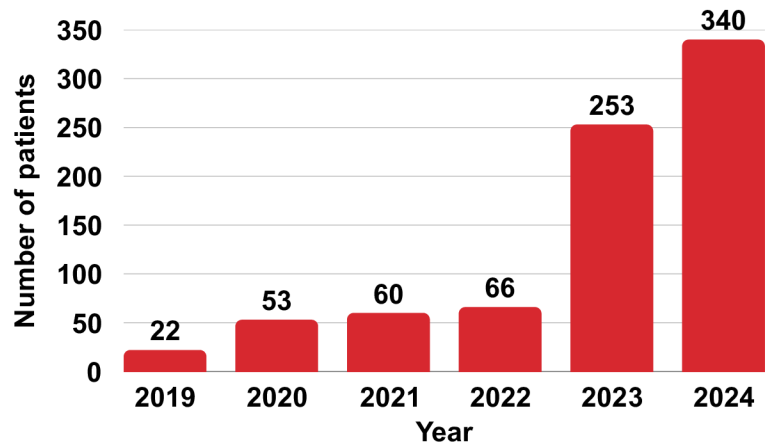
Many water bead toys are labeled "non-toxic," which can make people think they are safe. However, if swallowed, water beads can grow inside the body and cause a **dangerous blockage** in the stomach or intestines. Symptoms of swallowing water beads might not show up right away-- they can sometimes take up to 7 days to appear.

Over the last few years, we have seen large increases in water bead calls, especially among young children.

Water bead exposures in pediatric patients (2024)



Water bead exposures in pediatric patients by year (2019-2024; patient ages 0-12 years)



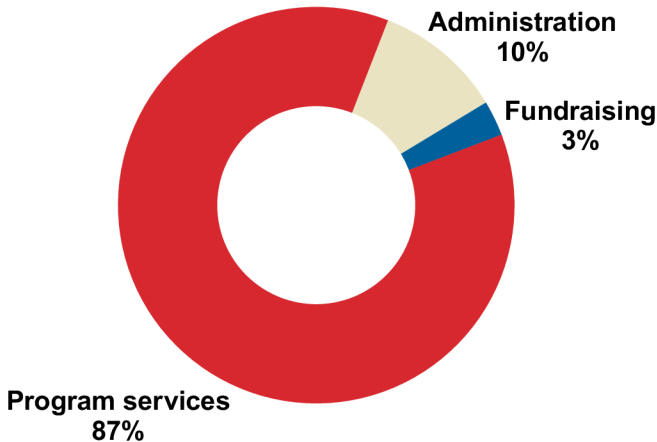
We helped a 4-year-old boy who had eaten two water beads. His parents called 911, who connected them with us. The boy was acting normally, talking, and did not have any complaints. We recommended the parents keep an eye on him at home, because he did not have any trouble breathing or abdominal pain. Because it is possible to develop symptoms after a couple of days, we called the parents again after two days. He was still well, and both of the beads had passed in his stool.

In this case, we prevented an unnecessary hospital visit by evaluating the patient's condition and factors associated with the ingestion. Call us first so that we can do the same for you!

# Financials

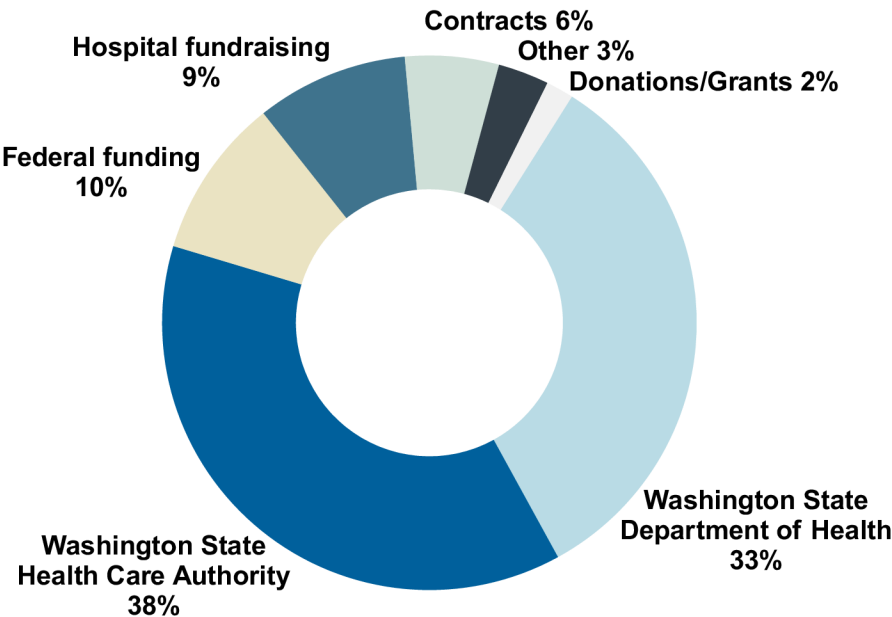
Fiscal Year Data (July 1, 2023 - June 30, 2024)

## Allocation of Expenses



Program services	\$5,264,111
Administration	\$634,023
Fundraising	\$173,169
Total expenses	\$6,071,303

## Public Support & Revenue



Washington State Department of Health	\$1,708,752
Washington State Health Care Authority	\$1,944,007
Federal funding	\$501,434
Hospital fundraising	\$474,748
Contracts	\$293,191
Other	\$159,344
Donations/Grants	\$85,754
Total revenue	\$5,167,230



## Development



### Introducing Michele

#### Director of Development & Grants Management

This year, we welcomed Michele Meaker to our team! As the Director of Development & Grants Management, Michele spearheads our fundraising initiatives, including developing strategies to generate new revenue, managing and expanding partnerships, cultivating relationships with corporate sponsors, and overseeing grant applications.

A Seattle native, Michele has over a decade of experience in nonprofit fundraising and a proven track record in securing private and public grants.

Michele holds a Master of Public Administration degree from the University of Washington's Evans School of Public Policy & Governance, along with a Professional Certificate in Fundraising Management.

Dear WAPC Community,

I want to thank you for supporting the mission of WAPC and share how your philanthropic support is making a real difference in the lives of Washingtonians in crisis.

**Here's one story that exemplifies how your generosity provides life-changing assistance to neighbors across our state:**

*"I am deeply grateful for Washington Poison Center and the invaluable assistance they provided during a recent moment of panic. After mistakenly taking a dose of medication 12 hours ahead of schedule, I realized my error within minutes and immediately reached out for guidance.*

*From the very first interaction, the [WAPC] staff demonstrated remarkable professionalism, kindness, and patience. Their calm demeanor helped ease my anxiety as I grappled with the fear of having accidentally overdosed.*

*They provided clear, reassuring instructions and stayed on the line while my husband checked my pulse oximetry, heart rate, and blood pressure. Their expertise was evident as they guided me through what symptoms to monitor and scheduled follow-up calls every two hours to help ensure my safety.*

*What truly stood out was the compassionate care they extended beyond the immediate crisis. The following morning, a staff member called to check on me, ensuring I was still doing well. Their unwavering dedication, kindness, and commitment to patient care are deeply appreciated. Knowing that such an exceptional resource is available 24/7 brings immense peace of mind.*

*I cannot thank the Washington Poison Center enough for their expertise and compassionate support during such a stressful experience." - A Grateful WAPC Patient*

Stories like these illustrate WAPC's impactful role as a vital public health safety resource for communities—and why I am so honored and proud to serve this organization.

I am also proud to report that WAPC has received top charity ratings from the Better Business Bureau, Candid, and Charity Navigator. These accolades reflect our strong financial health, accountability, and transparency, reinforcing the trustworthiness and excellence of WAPC.

#### Michele Meaker

Director of Development & Grants Management



# Partnership in Healthcare

Washington Poison Center's *Partnership in Healthcare* campaign is the opportunity for hospitals and healthcare systems to make an investment in continued access to our expert medical toxicologists 24/7/365.

**We collaborated with  
hospitals to help  
14,742 patients**

**Helping these patients  
required  
over 50,000 calls  
with our specialists**

**These patients  
comprised  
27% of our total patients  
40% of our time on calls**

## Many thanks to our 2023-2024 Partners in Healthcare

Arbor Health  
Astria Sunnyside  
Astria Toppenish  
Cascade Medical Center  
Coulee Community Hospital  
East Adams Rural Hospital  
Evergreen Health - Monroe  
EvergreenHealth Medical Center  
EvergreenHealth Redmond  
Ferry County Memorial Hospital  
Forks Community Hospital  
Garfield County Public Hospital District  
Island Health  
Kadlec ED in Kennewick  
Kadlec Medical Center  
Kaiser Permanente (Group Health)  
Kittitas Valley Healthcare  
Lincoln Hospital  
Lourdes Medical Center  
Mason General Hospital  
Multicare Allenmore Hospital  
Multicare Auburn Regional Medical Center  
Multicare Bonney Lake Emergence 24 HR  
MultiCare Capital Medical Center  
Multicare Consulting Nurse  
MultiCare Covington Hospital  
MultiCare Deaconess Hospital  
Multicare Deaconess North Emergency  
Multicare Federal Way Tacoma General  
Multicare Good Samaritan Community Healthcare  
Multicare Good Samaritan ER Parkland  
Multicare Mary Bridge Children's Hospital  
Multicare Rockwood Clinics  
Multicare South Hill Emergency  
Multicare Tacoma General Hospital  
MultiCare Valley Hospital & Medical Center  
Multicare Yakima Valley Memorial  
Ocean Beach Hospital  
Olympic Medical Center  
Othello Community Hospital  
Overlake Hospital Medical Center  
Peacehealth Island Medical Center

PeaceHealth Southwest Medical Center  
PeaceHealth St. Joseph Hospital  
PeaceHealth SW Urgent Care  
PeaceHealth United General Med Ctr  
PeaceHealth, St. John Medical Center  
Prosser Memorial Hospital  
Providence Holy Family  
Providence Mount Carmel Hospital  
Providence Regional Medical Center Everett  
Providence Sacred Heart Medical Center  
Providence St. Joseph's Hospital  
Providence St. Mary Medical Center  
Pullman Regional Hospital  
Quincy Valley Medical Center  
Samaritan Healthcare  
Seattle Children's  
Summit Pacific Hospital  
Swedish Medical Center - Edmonds  
Swedish - Mill Creek  
Three Rivers Hospital  
Tri-State Memorial Hospital

UW Medicine - Montlake  
UW Medicine Harborview Medical Center  
UW Medicine Northwest Hospital & Medical Center  
UW Medicine Valley Medical Center  
UW Neighborhood Ballard Clinic  
UW Neighborhood Clinic - Smokey Point  
UW Neighborhood Federal Way  
UW Student Health Center  
Virginia Mason Franciscan Health Harrison Urgent Care  
Virginia Mason Franciscan Health St. Anne Medical Center  
Virginia Mason Franciscan Health St. Anthony Hospital  
Virginia Mason Franciscan Health St. Clare Hospital  
Virginia Mason Franciscan Health St. Elizabeth Hospital  
Virginia Mason Franciscan Health St. Francis Hospital  
Virginia Mason Franciscan Health St. Joseph Medical Center  
Virginia Mason Franciscan Health St. Michael Medical Center  
Virginia Mason Medical Center  
WhidbeyHealth  
Whitman Hospital and Medical Center  
Willapa Harbor Hospital

***"I find Washington Poison Center incredibly helpful because I know that I will get a knowledgeable person on the other end of the line offering me evidence based information so that I can formulate the safest plan for my overdosing ingestion patients. They're always extremely helpful, patient, and nice no matter what time of night it is. They're an invaluable resource for me."***

**- Dr. Bryce Snow, Medical Director  
Providence Regional Medical Center Everett**

## Looking to the Future

### Call, text, or chat with us

Beginning in 2025, there are two new ways to contact us! We are increasing the public's access to our pharmacists and nurses through **text messaging and a web-based chat platform**, in addition to our 24/7 traditional phone service. All interactions are handled by live poison specialists—there is no AI or automated system involved.



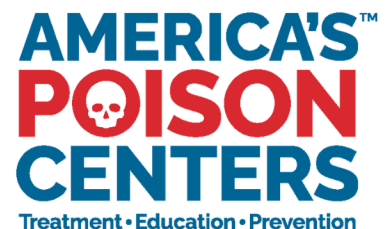
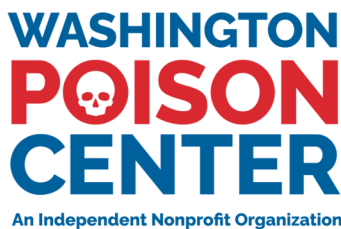
Call us at 1-800-222-1222

Text us at 206-526-2121

Go to [wapc.org](https://wapc.org) to begin a chat

### Meet our New Brand

We are aligning our branding with 40+ other poison centers and America's Poison Centers' (our national accrediting body) **national brand**. This cohesive brand will build partner recognition and credibility at the national level, allow for shared educational materials across poison centers, and encompass our services beyond the Poison Helpline (e.g., education, data, etc.). We are additionally able to **emphasize our nonprofit status**, as many continue to believe Washington Poison Center is a government agency.



## Follow Us



@MrYukWA



@mryuk\_wa



@WAPoisonCenter-  
WAPC



[linkedin.com/company/  
washington-poison-center](https://linkedin.com/company/washington-poison-center)



## Board of Directors

**President** Anita Mires, Anita Mires & Associates, Inc.

**Vice President** Mary Selecky, Retired Secretary of Health

**Treasurer** Marlayna Geary, CPA, DP&C, P.C.

**Secretary** Faith Njeri, FNS Consulting

**Immediate Past President** Steve Burgon, JD, Ogden Murphy Wallace, PLLC

Janessa Graves , PhD, MPH, WSU College of Nursing

Jenny Arnold, PharmD, BCPS

Melanie Asher, MBA, Omicle

Mark Martzen, PhD, Bastyr University

Stacy Tarango, MD, Spokane Emergency Physicians

Captain Joseph Wubbold III, Captain, US Coast Guard, Retired

Biruk Yitbarek, Microsoft

Tammy York, MHA, BSN, CPN, Seattle Children's Hospital

### Non-Voting Members

Scott Hogan, MHA, Board Member Emeritus

Nathan Weed, MPH, WA State Department of Health

### Terms ended:

Aneet Bains, Northshore School District

Jennifer Landacre, MPA, WA State Department of Health

## Be a Lifesaver!

### Mail a Check:

Washington Poison Center  
155 NE 100<sup>th</sup> St., Suite 100  
Seattle WA 98125

### Donate Online:



Scan here or visit  
[www.wapc.org/donate](http://www.wapc.org/donate)



Contact [development@wapc.org](mailto:development@wapc.org) for additional options