

Kathy Griffis, CNO

Can you describe what it was like for patients before the TORCH program?

0:06

Patients before the TORCH program never had psychiatric evaluation by psychiatrists, so I think it would, we would liken it to if you had a heart attack and you weren't seen by a cardiologist. So I know that sounds severe, but that's true. So many times they did not get started back on the medications that they needed to be on, because these are very difficult medications, and if you're not an expert in that field, it's very hard for an emergency department physician to understand the course of treatment that you should have. So they're very thankful, by the way, the emergency department physicians for the for the TORCH program.

What was it like for staff before the program?

0:46

It's a really double edged sword with mental health patients. We're nurses, so we take care of people, but on the other side of that, the majority of the violence happens from some of these patients. When they're in an acute psychotic event, they're lashing out there. Really. Many of them don't even know what they're doing. They wake up and they think, what the heck did I do? You know, they don't remember it. They it's not their normal. They would not have done something like that. But you know, it's very difficult for a registered nurse or our staff and physicians in an emergency room to take care of patients that are having an acute a psychotic event. So the nurses want to take care of them, and they care about them, but on the other hand, they have to stay safe. So if we can stop the psychosis with treatment by the psychiatrist, you know, early medications, the right medications, the right doses of medications that an expert, such as a psychiatrist would know we can stop some of that violence. So I think they would tell you, if they were able to tell you, that they love the TORCH program for two reasons. Number one, it keeps them safer. But really they would tell you, because it helps the patients.

What is it like for patients now?

2:00

Patients don't need to go to an inpatient center if they don't need to, and you need an expert to decide that you know to keep them safe. And so that is the biggest thing. 50% of our patients with the TORCH program don't end up with inpatient care. They able to go back home and be treated outpatient, which is a game changer.

Can you describe what it's like now for the staff?

2:24

For the staff, you know, they see the patients getting the treatment that they needed. The psychosis is stopped earlier because they're getting the medications they need to stop it. And then on the backside of that, the success stories are beautiful. When they're able to transition home and go outpatient and they get better. That is a game changer for staff. That's really why they're here.

Kathy Griffis, CNO

Anything else to add?

2:46

I'm very thankful for the, you know, the TORCH program. It's, it's almost like gold dust, you know, it's something that was a bright idea, and then watching it come to fruition has really been a beautiful thing.