



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

Behavioral Emergency Response Team (BERT)

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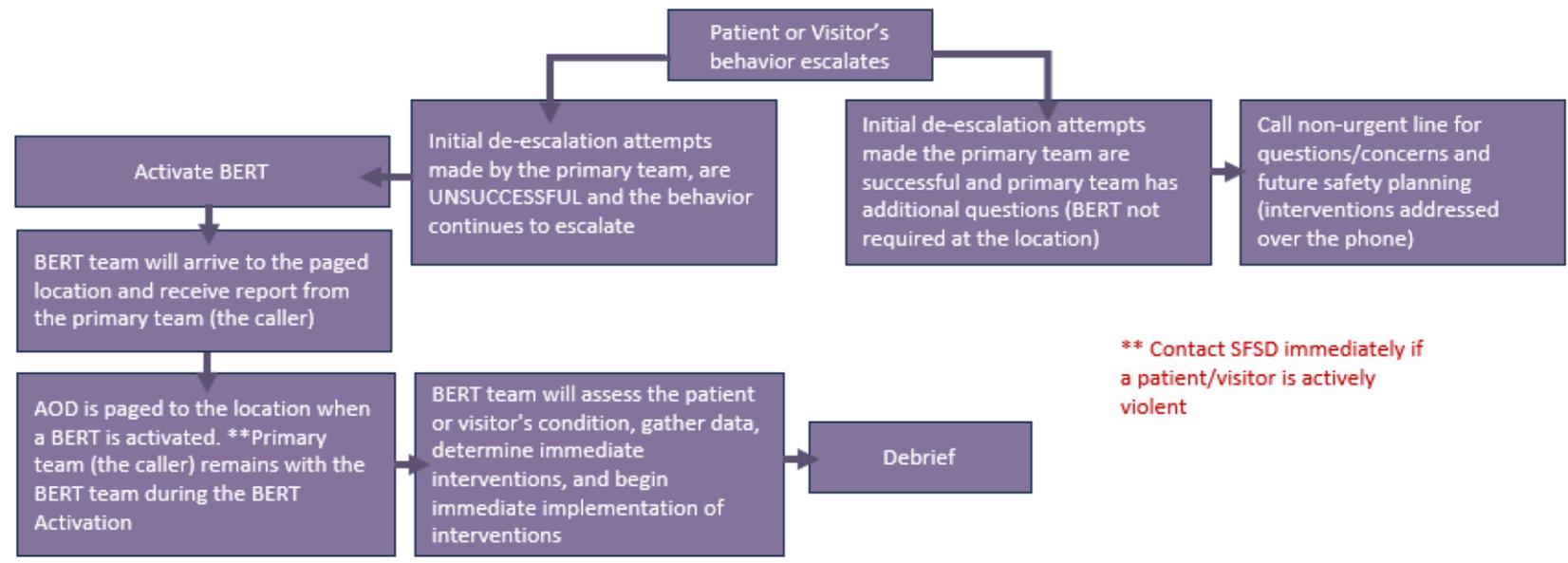
**San Francisco Department
of Public Health**

History of BERT at ZSFG

- BERT Pilot Program was trialed at ZSFG in February 2018 and implemented as a department in February 2022
- 24/7 coverage and behavioral health support across campus starting in August 2022
- Goals:
 1. Establish a team of all clinical staff made up of specially trained Registered Nurses (RNs), Licensed Psychiatric Technicians (LPTs), and Licensed Vocational Nurses (LVNs) to support primary teams in nonpsychiatric settings during behavioral health emergencies
 2. Integrate behavioral health services throughout the hospital
 3. Decrease workplace violence and maintaining patient safety
 4. Provide trauma-informed approaches to care

What Does BERT Do?

- BERT consists of two teams of psychiatrically trained healthcare providers to provide rapid response clinical resource
 1. BERT team stationed in the Emergency Department
 2. BERT team responding to “BERT Activations” in the main campus of ZSFG (building 5 and building 25)



**** Contact SFSD immediately if a patient/visitor is actively violent**

- Prevention is Key
 - Regular Rounding
 - ED proactive engagement and interventions

BERT Interventions

BERT Rounding Responder Team

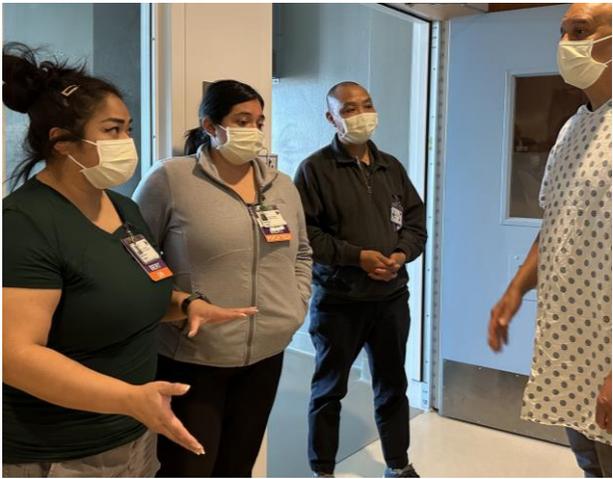
- 24/7 call-for-service support
- Top interventions
 - Verbal de-escalation
 - Verbal redirection
 - Safety planning
 - Show of support
- Prevention Strategies
 - Rounding consultations
 - Patient rounding
 - De-escalation trainings
 - Safety tips

BERT ED Team

- 24/7 team stationed in the ED
- Top Interventions
 - Verbal de-escalation
 - Verbal redirection
 - Escort (warm handoff)
 - Code 50 support *
- Prevention Strategies
 - Patient Rounding
 - Increased presence in high-risk areas
 - Safety tips

Meet the Team

ZSFG Behavioral Emergency Response Team (BERT)

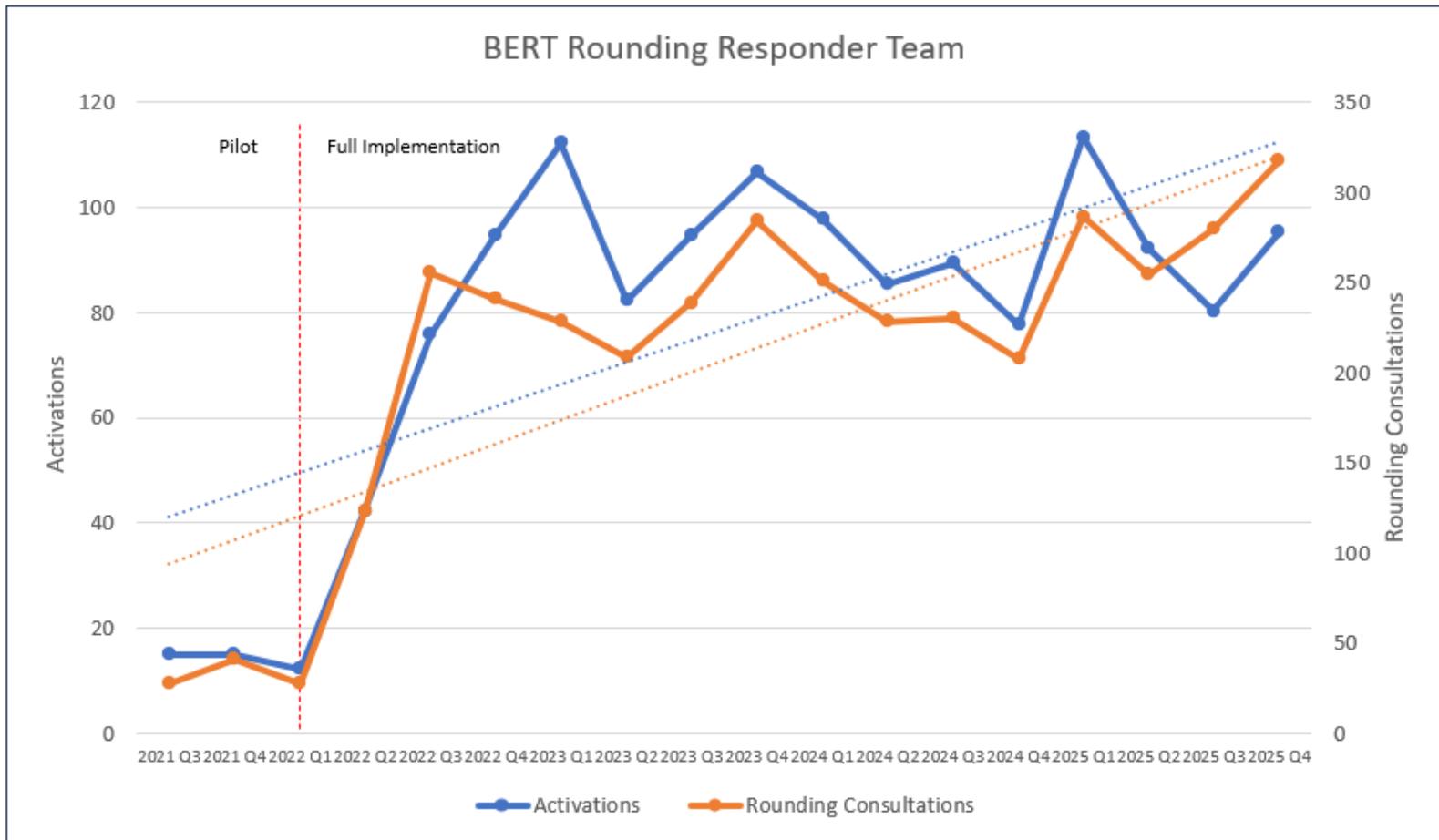


BERT Comprehensive Training Program

- 6-Month Training & Preceptorship Program: Emphasis on staff and patient safety
 - Structured onboarding with dedicated preceptors
 - Progressive skill development through supervised clinical practice
 - Ongoing competency checks and mentorship
- Certified Level 3 CPI (Crisis Prevention Institute) training with an additional focus on trauma-informed and least-restrictive interventions
- Clinical Skills Development
 - Case-based learning grounded in real BERT encounters
 - Simulations and crisis response drills
 - Interdisciplinary training and team building with Security, the Primary Teams/clinics, and AOD partners
- Training Topics
 - De-escalation skills and crisis communication
 - Risk management and safety planning
 - Substance use disorder, addiction medicine, and harm-reduction principles
 - Cultural humility and health equity in crisis response
 - Trauma-informed care, recovery-oriented approaches, and patient-centered communication

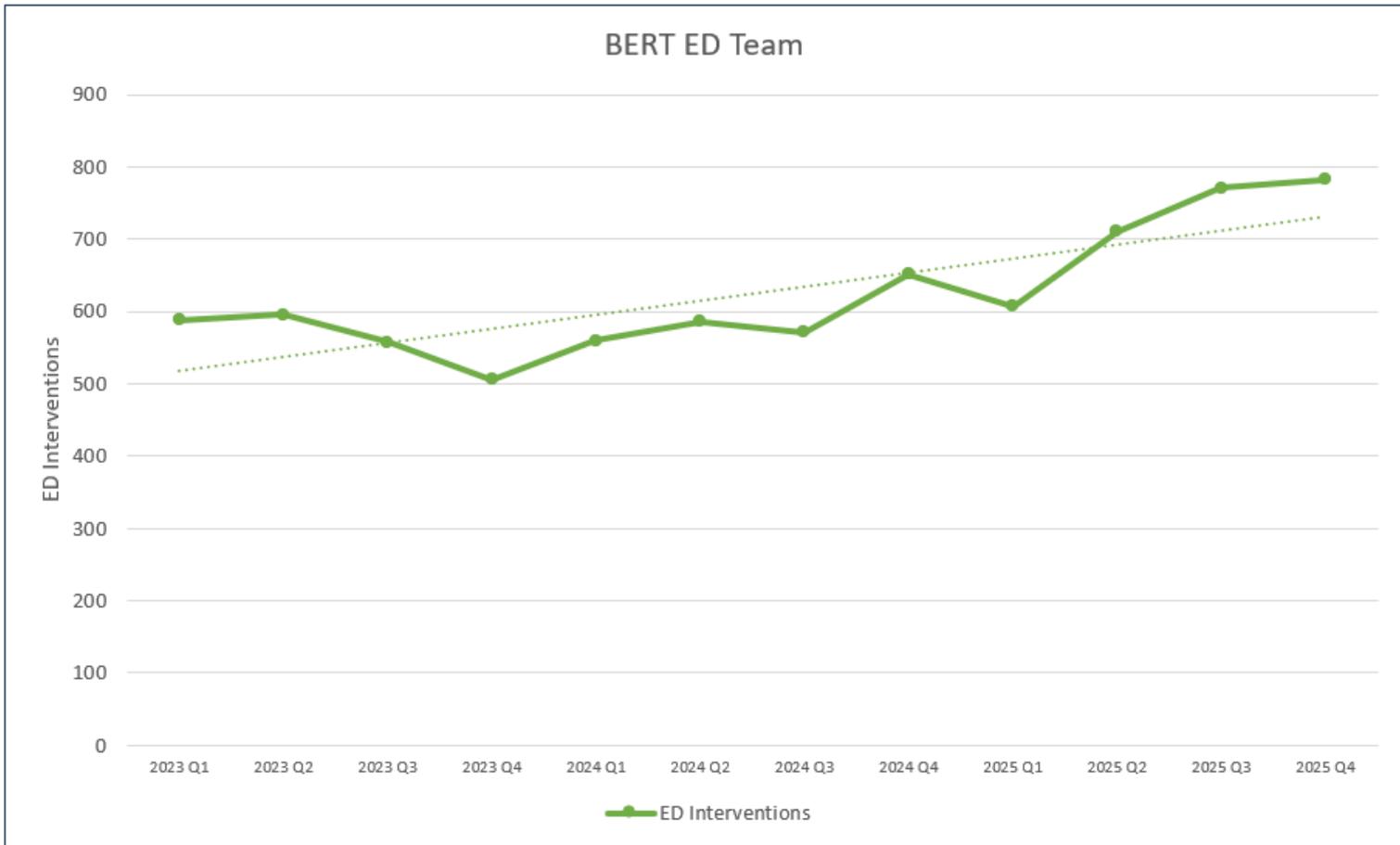
BERT Quarterly Trends by Calendar Year (2021–2025)

BERT Rounding Responder Team (ZSFG Main Campus: B5 and B25)



BERT Quarterly Trends by Calendar Year (2023–2025)

BERT Emergency Department Team



BERT Performance Metrics: CY 2025 Overview

BERT ROUNDING RESPONDER TEAM

BERT members reporting to the Department of Psychiatry that round and respond to hospital-wide BERT Activations as a call-for-service support.

BERT EMERGENCY DEPARTMENT TEAM

BERT members reporting to the Department of Psychiatry and are centrally located in the ED for immediate support and proactive interventions.

KEY PERFORMANCE INDICATORS



TOTAL BERT ACTIVATIONS/CALLS 1,143



BERT Successful Interventions

TOP INTERVENTIONS

- Show of Support
- Verbal Redirection
- Verbal De-Escalation
- Develop Safety Plan
- Assist Behaviorally Challenging With Escort

Three Criteria for a Successful Intervention:

1. Patient/visitor remained safe from physical injury during the BERT intervention
2. Staff remained safe from physical injury during the BERT intervention
3. BERT performed an intervention that:
 - a. de-escalated the challenging behavior/behavioral emergency
 - OR
 - b. did not escalate a challenging behavior



BERT ED INTERVENTIONS 8,611



BERT Successful Interventions

TOP INTERVENTIONS

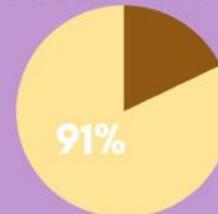
- Escort Patient to PES (Warm Handoff)
- Verbal Redirection
- Verbal De-Escalation
- Active Listening
- Assist Behaviorally Challenging With Discharge



Rounding Consultations 3,410



BERT Activations Without Law Enforcement Present (%)



BERT ED Interventions Without Law Enforcement Present (%)

211

Code 50 Support

BERT Evolution and Future Roadmap

- BERT will continue to support primary teams in the main campus at ZSFG (B5 and B25) as first responders, ensuring timely and effective crisis intervention.
- Strengthen partnership with the San Francisco Sheriff's Department and Security Teams at ZSFG through a multi-layered security approach
- Collaborate closely with the newly established Threat Management Team (TMT) to align incident response procedures, and ensure coordinated safety plans for patients and staff
- Submitted a budget proposal to hire additional BERT staff to support expansion to Building 80 and Building 90 at ZSFG
 - Dedicated team stationed in B80/90 for proactive and emergency response/support



Thank You