

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team DECEMBER 2024 REPORT

The Behavioral Emergency Response Team (BERT) are psychiatrically trained health care professionals that respond to any perceived or impending behavioral emergencies in various locations within Zuckerberg San Francisco General Hospital. BERT provides a trauma-informed approach and utilizes principles of Crisis Prevention Institute (CPI) to de-escalate behavioral emergencies.

UPDATES & REMINDERS

- BERT Services Include:
 - BERT in-services and training for staff on topics including verbal de-escalation
 - BERT Monthly Safety Tips
 - Provided during rounding
 - Available on SharePoint

KEY PERFORMANCE INDICATORS

BERT ACTIVATIONS/CALLS

December **97** Cumulative **1050**

*Cumulative counts are data since January 2024

Three Criteria for a Successful Intervention:

- Patient/visitor remained safe of injury
- Staff remained safe of injury
- BERT performed an intervention that:
 - de-escalated the challenging behavior/behavioral emergency OR
 - did not escalate a challenging behavior

Show of Support

Verbal Redirection

Verbal De-escalation

Develop Safety Plan



EXAMPLE OF A SUCCESSFUL BERT ACTIVATION

BERT activated for a patient exhibiting increased agitation, confusion, and an unwillingness to be redirected back to bed. The patient was identified as a fall risk and endorsed false beliefs of being kidnapped.

ACTIVE LISTENING and SHOW OF SUPPORT

Upon BERT arrival, the patient continued to endorse false belief of being kidnapped and complain that staff members were asking too many personal questions. The patient initially requested assistance in leaving the hospital, indicating that they would need help from the police officer. When asked about the reasons for hospitalization, the patient was unable to recall any. BERT provided active listening and offered to assist with making a phone call. After a conversation with a dispatcher and extensive reorientation efforts by BERT and primary staff, the patient was able to acknowledge being in a safe place and ultimately amenable to staying in the hospital. The patient recognized that recovery was a priority and readily accepted a PRN medication without incident.

ROUNDDING CONSULTATIONS

December **246** Cumulative* **2750**

*Cumulative counts are data since January 2024

EXAMPLE OF A ROUNDDING CONSULTATION

During rounds, the charge nurse brought up a patient with a Riese order in place who had refused scheduled oral medications. The patient received IM backup medications with the assistance of BERT team overnight. The patient has been hyperverbal, nonsensical, and uncooperative with care throughout the admission. The charge nurse reported that the patient had been medically cleared to go to the inpatient Psychiatric unit. BERT developed a safety plan with the charge nurse for the transfer and later assisted the primary team with escorting the patient to the inpatient Psychiatric unit without injury or further incident.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

H22/25	2	H54/56	13
H32/38	6	H58	2
H34/36	2	H62/64	4
H42/44	20	H66/68	6
H46/48	6	H76/78	26

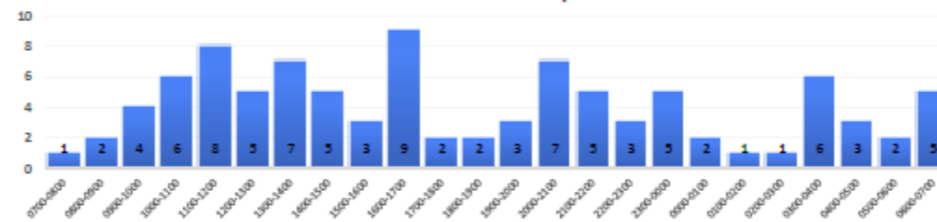
Outpatient Specialty Clinic UCC: 3 5R:1
6G: 1 6M:1

Additional Areas Bldg 25 Lobby: 3
Radiology Waiting Room: 1

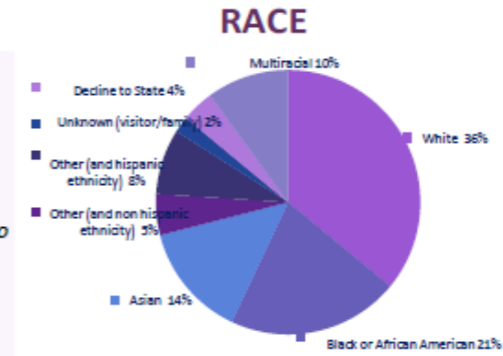
*Outside of the hospital and Psychiatric units, aside from H52, are not covered for BERT activations. BERT support was provided per the department's and/or AOD's request

TIME

BERT ACTIVATIONS/CALLS

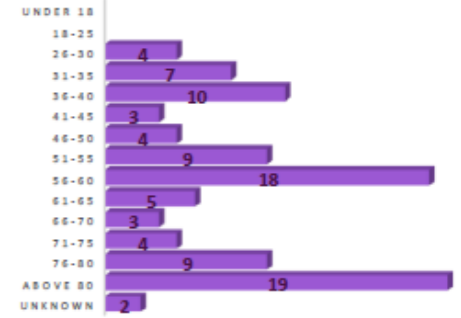


PATIENT DEMOGRAPHICS BERT ACTIVATIONS/CALLS



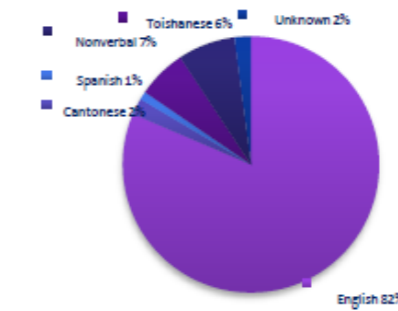
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



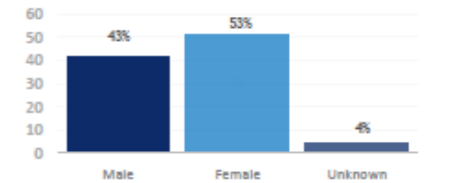
* Unknown refers to BERT Activations/Calls involving visitors

PREFERRED LANGUAGE

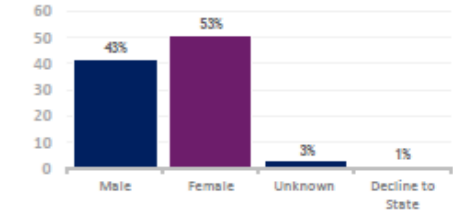


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



*Unknown refers to visitors and/or declined to state on EPIC



Education & Trainings

December Monthly Safety Tip Topic:
Use Reflective Questioning

BERT

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For further information about BERT, please contact:

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