

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Emergency Department 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. The BERT ED Team are BERT staff reporting to the Department of Psychiatry and are stationed in the Emergency Department for immediate support.

### KEY PERFORMANCE INDICATORS



BERT ED INTERVENTIONS



Three Criteria for a Successful Intervention:

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

December **679** Cumulative\* **7085**

\*Cumulative counts are data since January 2024

Escort Patient to PES (Warm Handoff)

Verbal Redirection

Active Listening

Build Therapeutic Rapport

### EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

#### VERBAL REDIRECTION, VERBAL DE-ESCALATION, AND ACTIVE LISTENING

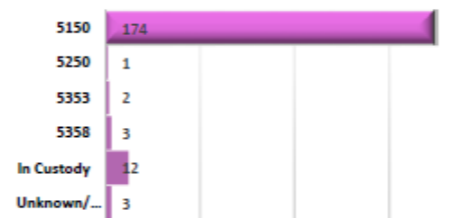
A patient arrived at triage escalated and upset, verbalizing frustration about being "led in circles." The patient was irritable, speaking over ED staff, and yelling at the urgent care social worker. BERT staff intervened and engaged with the patient, directing the patient away from nearby patients. BERT staff acknowledged patient's frustrations of feeling unseen and being hungry. BERT staff provided active listening and offered snacks and beverages to consume. As a result, the patient was de-escalated and became more cooperative with staff. BERT staff subsequently assisted the urgent care social worker in escorting the patient over to Hummingbird.

### EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

A patient has exhibited intermittent agitation and restlessness since being roomed in the Emergency Department, frequently twisting body on the gurney. The patient self-removed IV medications, was uncooperative during a blood draw by the primary RN, spitting and swinging arms. BERT staff assisted the primary staff with obtaining blood draw and changing the sheets through brief containment. During the containment, the patient became combative and kicked the ED staff. BERT staff assisted the primary team with applying 4 point restraints and reapplication minutes later when the patient removed the spit mask. BERT staff remained on standby to support the primary RN while they administered IV fluids.

### BERT ED INTERVENTIONS

(All data related to the interventions are counts per episode)

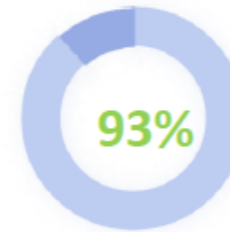


Patient Legal Hold/Status (documented events)

15

Involvement in Code 50s

\*BERT documented support for 25 documented Code 50s



BERT ED Interventions WITHOUT Law Enforcement Present (%)

\*Counts do not include escorts for patients on legal holds or interventions with incomplete documentation to evaluate this criteria

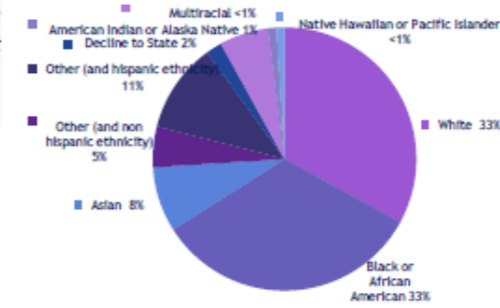
### TIME

#### BERT ED INTERVENTIONS



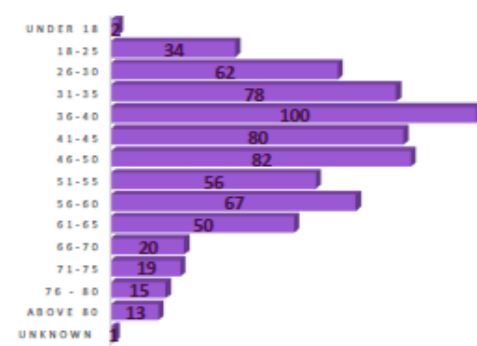
### PATIENT DEMOGRAPHICS BERT ED INTERVENTIONS

#### RACE



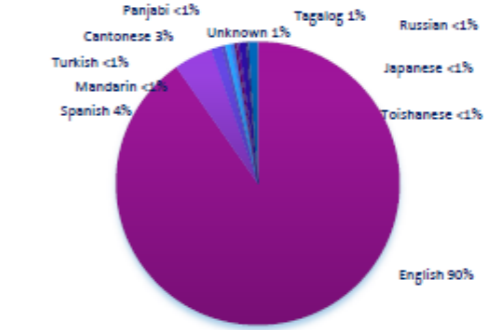
\*Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls Involving visitors.

#### AGE



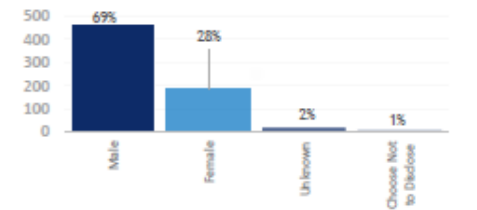
\*Unknown refers to BERT interventions involving visitors

#### PREFERRED LANGUAGE

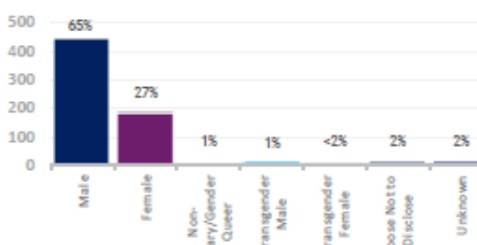


\*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

#### SEX ASSIGNED AT BIRTH



#### GENDER IDENTITY



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



December Monthly Safety Tip Topic:  
Use Reflective Questioning

### BERT ED

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For further information about BERT, please contact:

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