

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Emergency Department Team SEPTEMBER 2026 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 members in the ED are BERT staff reporting to the Department of Psychiatry and are stationed in the Emergency Department for immediate support.

KEY PERFORMANCE INDICATORS

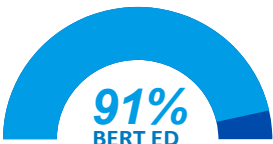


BERT ED INTERVENTIONS

September
838

Cumulative*
7,213

*Cumulative counts are data since January 2026



Successful 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

Escort Patient to PES (Warm Handoff)

Verbal Redirection

Active Listening

Report Building Conversation

EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

VERBAL REDIRECTION and ASSIST WITH INTAKE OF BX CHALLENGING PATIENT

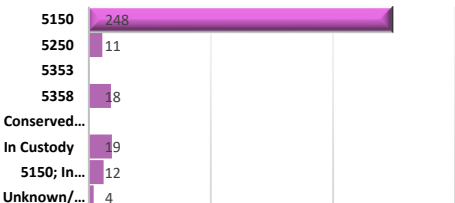
A patient presented to the ED with a case manager for registration. Upon checking in, the patient was observed to be restless and anxious. BERT staff engaged with the patient to establish therapeutic rapport and provide verbal redirection. The patient then pulled out a can of beer from their belongings and began drinking it. Primary RN and BERT staff informed the patient of hospital's policy regarding substance use. The patient was receptive to handing over the substance when asked. BERT staff then assisted the patient with walking them to their assigned room in Pod A. The patient attempted to grab the belongings with the substance upon arrival to the room but was verbally redirected. BERT staff informed the primary nurse and assisted with the intake of the patient. The patient's belongings were subsequently stored away.

EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

BERT staff was assisting with the discharge of a behaviorally challenging patient who was observed wandering the hallway inappropriately dressed. BERT staff provided the patient with pants and attempted to meet patient's additional requests. Despite BERT staff providing water as requested and continuing to meet the patient's request, the patient became increasingly agitated. BERT staff continued to engage and redirect as needed but the redirection attempts were unsuccessful as the patient threw the cup of water on the ground. The patient subsequently decided to leave the hospital against medical advice and walked out of the hospital.

BERT ED INTERVENTIONS

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

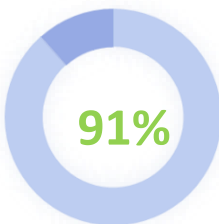


Patient Legal Hold/Status
(documented events)

20

Involvement in Code 50s

*BERT documented support for 20 documented Code 50s

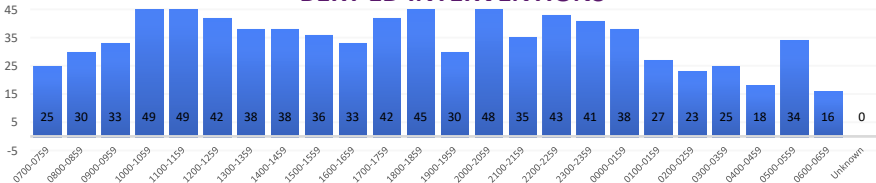


BERT ED Interventions
WITHOUT
Law Enforcement
Present (%)

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

TIME

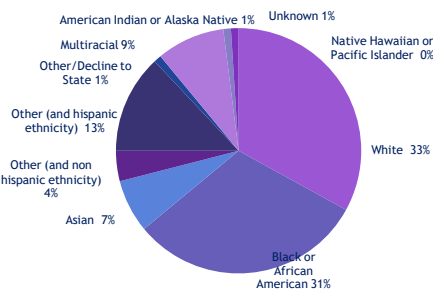
BERT ED INTERVENTIONS



PATIENT DEMOGRAPHICS

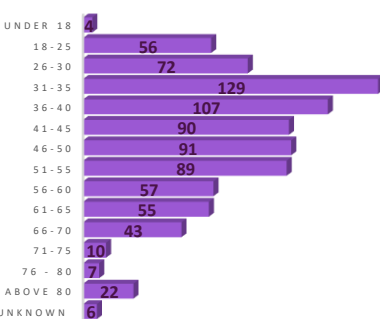
BERT ED INTERVENTIONS

RACE



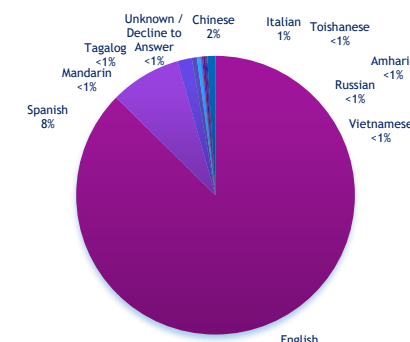
*Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



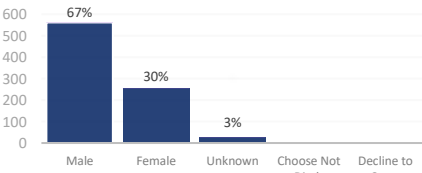
*Unknown refers to BERT interventions involving visitors

PREFERRED LANGUAGE

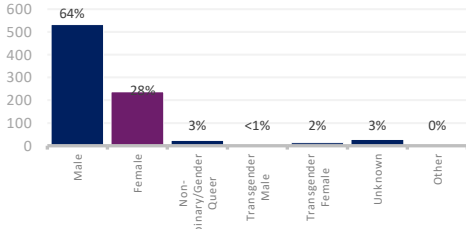


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



September Monthly Safety Tip Topic:
Equity in Behavioral Emergencies

BERT ED

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For further information about BERT, please contact:

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