

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Emergency Department Team

### APRIL 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

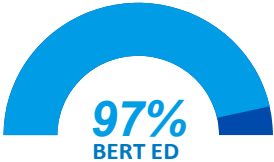


**BERT ED INTERVENTIONS**

April  
**853**

Cumulative\*  
**3,107**

\*Cumulative counts are data since January 2026



**Escort Patient to PES (Warm Handoff)**

**Verbal Redirection**

**Active Listening**

**Assist with Discharge of Bx Challenging Patient**

**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

**EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION**

**VERBAL REDIRECTION and ASSIST WITH DISCHARGE OF Bx CHALLENGING PATIENT**

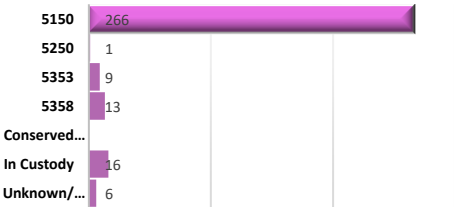
BERT assisted with the discharge of a behaviorally challenging patient by helping the patient get dressed and attempting to find shoes for the patient in the supply room. The patient did not want to wait and began walking in the wrong direction. The patient became agitated when redirected toward the appropriate exit and began yelling in the hallway. Another BERT staff member engaged with the patient and redirected the patient to the triage waiting room. BERT utilized rapport building conversation and provided active listening. BERT collaborated with the ED nurse and was able to provide snacks and post-operative shoes to help alleviate the patient's foot pain. The patient was able to regain behavioral control and amenable to wait quietly in the waiting room until her transportation arrived.

**EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION**

BERT observed a patient in triage exhibiting hyperverbal speech and erratic behavior following a medical clearance and discharge from the Emergency Department. BERT engaged with the patient and requested for the patient to step aside to talk. The patient was redirected to outside and active listening provided. However, the patient remained agitated and made verbal threats towards staff. BERT staff briefly disengaged and stepped back into triage to collaborate with ED staff and gather additional information regarding patient's discharge plan. The patient then attempted to follow BERT staff into triage but was stopped by the cadets. However, the patient disregarded the security screening and ran up towards staff members. SFSO called for additional support with safely discharging the patient.

## BERT ED INTERVENTIONS

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

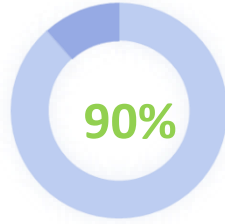


**Patient Legal Hold/Status**  
(documented events)

**19**

**Involvement in Code 50s**

\*BERT documented support for 19 documented Code 50s

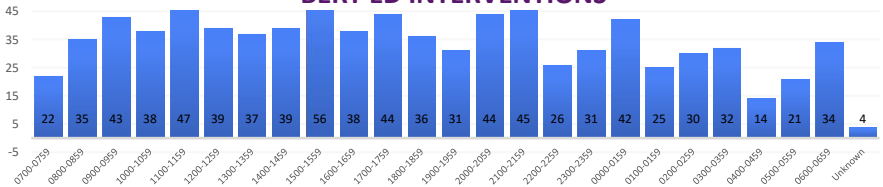


**BERT ED Interventions WITHOUT Law Enforcement Present (%)**

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

## TIME

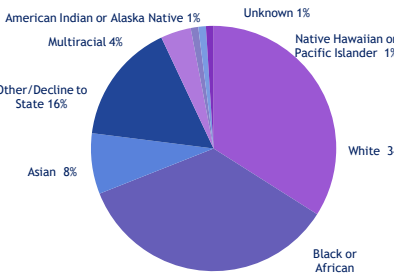
**BERT ED INTERVENTIONS**



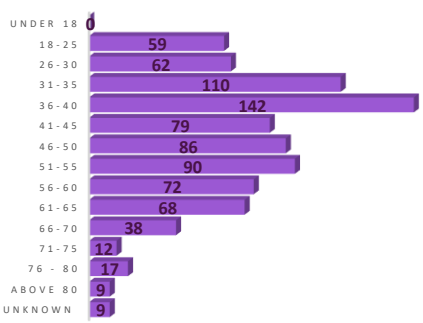
## PATIENT DEMOGRAPHICS

**BERT ED INTERVENTIONS**

**RACE**



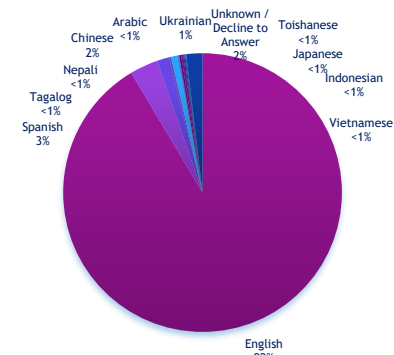
**AGE**



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

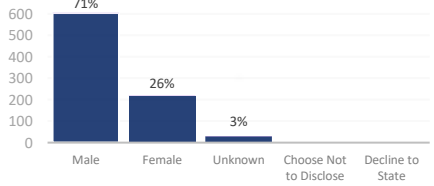
\*Unknown refers to BERT interventions involving visitors

**PREFERRED LANGUAGE**

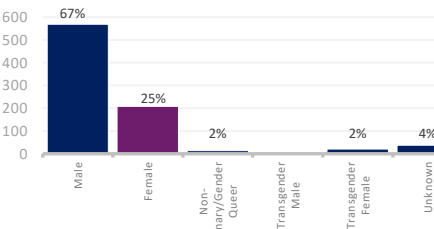


\*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

**SEX ASSIGNED AT BIRTH**



**GENDER IDENTITY**



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



**April Monthly Safety Tip Topic: Rational Detachment**

**BERT ED**

**April 2026 REPORT**

For further information about BERT, please contact:

Yin Theint, MSN, RN  
Nurse Manager  
[yin.theint@sfdph.org](mailto:yin.theint@sfdph.org)