

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Emergency Department Team

August 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

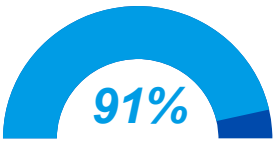


BERT ED INTERVENTIONS

August
856

Cumulative*
6,375

*Cumulative counts are data since January 2026



91%
BERT ED
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

Build Therapeutic Rapport

EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

VERBAL DE-ESCALATION, BUILDING THERAPEUTIC RAPPORT, AND ACTIVE LISTENING

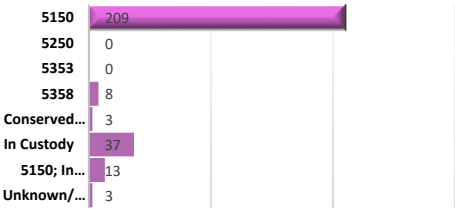
BERT staff assisted with the patient's transfer from the ED to CT. During the transfer, BERT staff discovered a pocket knife in the patient's possession and immediately secured it. A second pocket knife was discovered when the patient was transferred back to the ED following the CT scan. Both pocket knives were turned over to the ED triage cadet. During the transfer process, BERT staff effectively utilized verbal redirection and therapeutic communication. The patient was receptive to the intervention and voluntarily agreed to hand the pocket knife over to the X-ray technician. BERT staff maintained a calm and safety-focused approach throughout the transfer to promote the safety of the patient, staff, and others.

EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

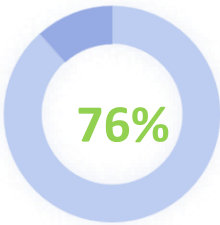
BERT staff responded to an agitated patient in the ED triage waiting room. The patient expressed that she did not want to receive care at ZSFG. BERT staff attempted verbal redirection and de-escalation; however, the patient continued to escalate. She threw a garbage can across the waiting room and subsequently threw water at another patient. Due to the escalating behavior and safety concerns, the patient was escorted outside of the building. Once outside, the patient lowered herself to the ground. A Code 50 was activated, and an MD responded to the area outside the ED to assess the patient. Following continued verbal de-escalation and support, the patient agreed to undergo a medical evaluation and requested an evaluation by PES. The patient was subsequently escorted to POD A, Room 1, for further evaluation.

BERT ED INTERVENTIONS

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



Patient Legal Hold/Status
(documented events)



BERT ED Interventions
WITHOUT
Law Enforcement
Present (%)



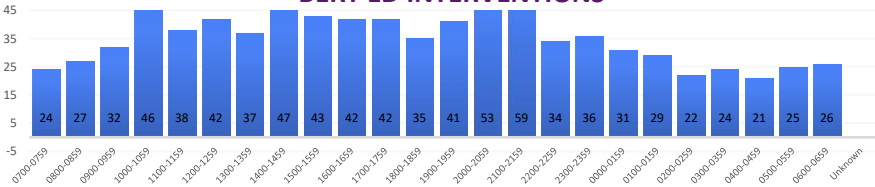
Involvement in Code 50s

*BERT documented support for 14 documented Code 50s

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

TIME

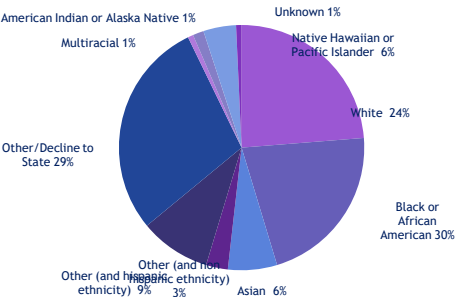
BERT ED INTERVENTIONS



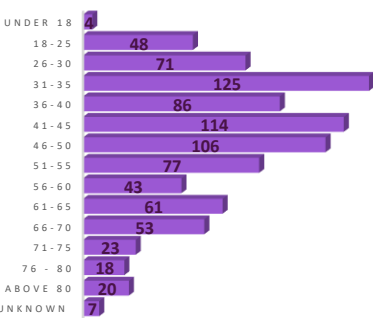
PATIENT DEMOGRAPHICS

BERT ED INTERVENTIONS

RACE



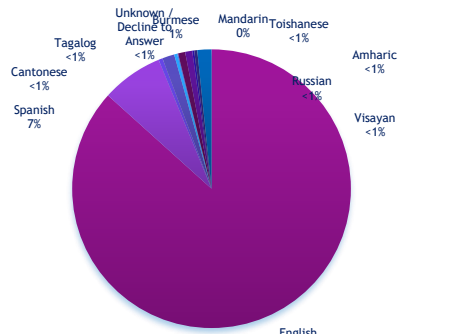
AGE



*EPIC options for race: American Indian or Alaska Native, Asian, *Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

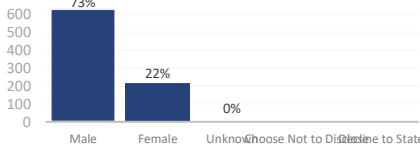
* Unknown refers to BERT interventions involving visitors

PREFERRED LANGUAGE

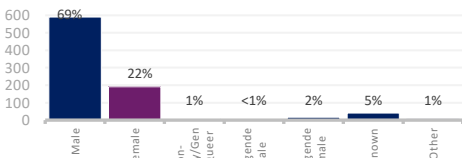


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



August Monthly Safety Tip Topic:
Team Response Works

BERT ED

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