

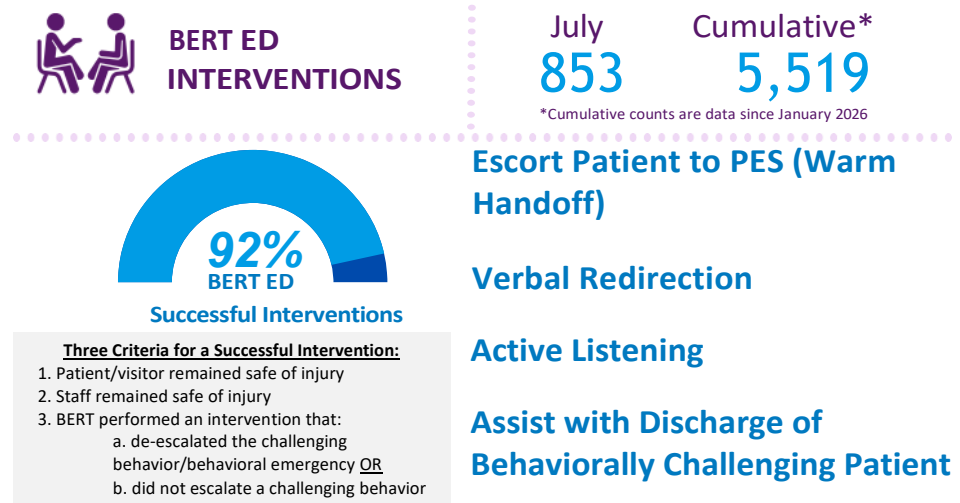
BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Emergency Department Team

JULY 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

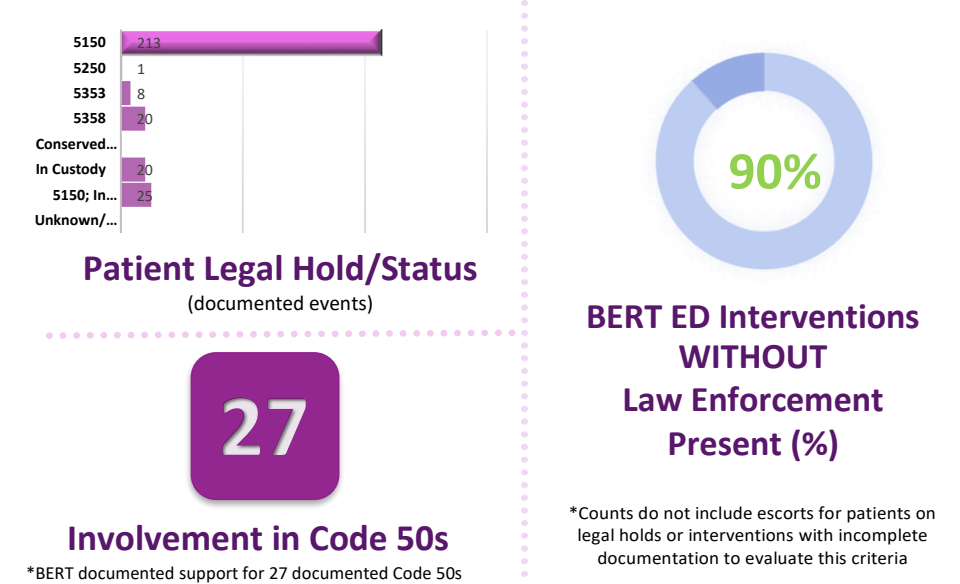


EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION
VERBAL DE-ESCALATION, ASSIST WITH INTAKE OF BX CHALLENGING PATIENT, and ACTIVE LISTENING
BERT staff engaged with a patient who was displaying hostility towards the cadets during security screening at the ED entrance. BERT staff assisted the MEA with vital signs at the greeter's desk. The patient was observed to be nonsensical with tangential speech. BERT staff remained standby to provide active listening, build rapport, and redirect the conversation as needed. SFSFSD was also on standby support due to reports that the patient had been hostile towards a nurse at Urgent Care prior to presenting to the ED. BERT, Triage RN, and CareStart team worked collaboratively to address the patient's reason for visit in a timely manner. The patient was subsequently discharged safely with no further incident.

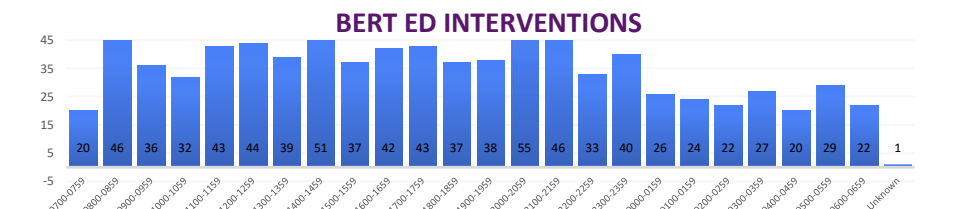
EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION
BERT staff was notified of a patient with a history of verbally aggressive behavior who was in ED triage. BERT staff assisted with escorting the patient to the bathroom in ED triage waiting room. Shortly after, the patient was observed arguing with another patient in the waiting room. Code 50 was activated. BERT staff attempted to verbally redirect and de-escalate the situation between both patients with minimal effect. The patient subsequently postured towards the other patient and became physically aggressive, resulting in a physical altercation. The patient then ran towards the ED front door to leave.

BERT ED INTERVENTIONS

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



TIME



PATIENT DEMOGRAPHICS

BERT ED INTERVENTIONS

