

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Emergency Department Team

### JUNE 2025 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**



98% 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

June

761

Cumulative\*

3951

\*Cumulative counts are data since January 2025

Escort Patient to PES (Warm Handoff)

Verbal Redirection

Active Listening

Assist with Difficult Discharge

#### EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

##### VERBAL REDIRECTION, ASSIST WITH INTAKE, and VERBAL DE-ESCALATION

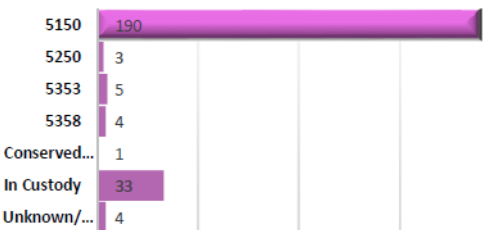
BERT was called to the MER triage for a patient who was being disruptive in the waiting room and intrusive towards other patients. Upon BERT arrival, the patient was observed engaging with the cadets. BERT staff successfully redirected the patient out of the waiting room and into the hallway to wait for triage assessment. The patient was able to follow instructions and sit quietly in a triage hallway chair. Once the patient was admitted and roomed, BERT staff assisted the primary nurse with the intake process and helped the patient change into a hospital gown in Pod A.

#### EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

A patient presented to triage after being discharged earlier in the day. The patient was observed to be hyperverbal and restless. BERT staff engaged with the patient and met with the patient's request for snacks, to which the patient responded positively. However, when assigned a room with video monitoring instead of a regular room with a television, the patient became agitated and insisted on leaving. BERT and primary staff attempted to verbally redirect but the patient was not receptive. The patient continued to escalate, yelling and cursing while walking over to Pod B. Despite redirection efforts from multiple staff, the patient continued to yell and curse, swung his fists at a computer while walking towards the exit.

## BERT ED INTERVENTIONS

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



### Patient Legal Hold/Status

(documented events)

9

### Involvement in Code 50s

\*BERT documented support for 9 documented Code 50s

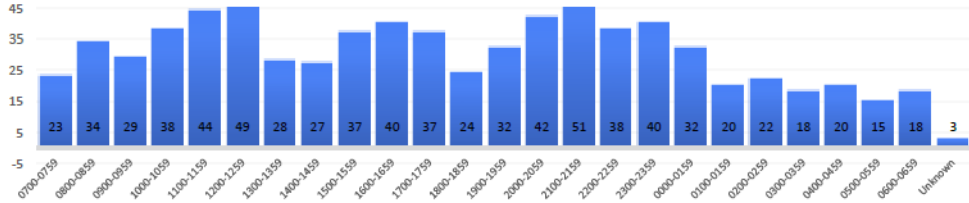


### BERT ED Interventions WITHOUT Law Enforcement Present (%)

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

## TIME

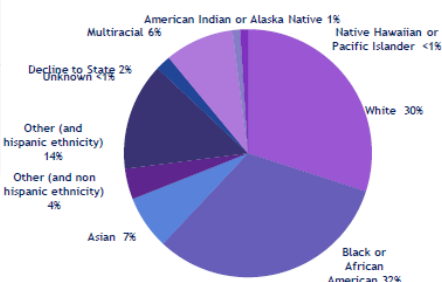
### BERT ED INTERVENTIONS



## PATIENT DEMOGRAPHICS

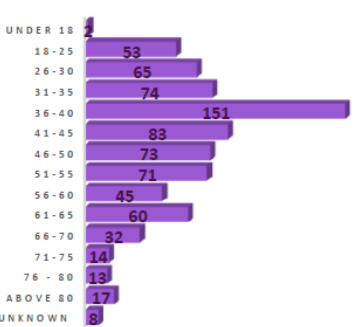
### BERT ED INTERVENTIONS

#### RACE



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

#### AGE



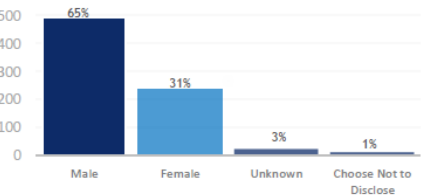
\* Unknown refers to BERT interventions involving visitors

#### PREFERRED LANGUAGE

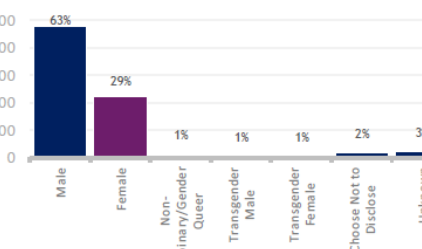


\*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

#### SEX ASSIGNED AT BIRTH



#### GENDER IDENTITY



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



**June Monthly Safety Tip Topic:**  
Respect Personal Space

## BERT ED

### June 2025 REPORT

For further information about BERT, please contact:

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