

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Emergency Department Team

JUNE 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

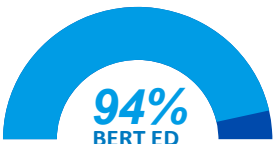


BERT ED INTERVENTIONS

June
736

Cumulative*
4,666

*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

Assist with Discharge of Bx Challenging Patient

EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

VERBAL DE-ESCALATION, ASSIST WITH INTAKE OF BX CHALLENGING PATIENT, and ACTIVE LISTENING

BERT responded to assist with a patient in EMS Triage who was brought in two-point soft restraints. The patient was agitated about having been put in restraints in the field and was observed to be yelling at EMS personnel. BERT engaged with the patient and active listening provided. BERT staff acknowledged patient's concerns and explained the use restraints as a safety measure and encouraged the patient to communicate appropriately. The patient was receptive and cooperative with care. BERT assisted with the intake of the patient and remained standby for support. No further agitation was noted and the pt was amenable to full treatment. As the patient was able to regain behavioral control, soft restraints were safely discontinued.

EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

BERT assisted with a patient who has been behaviorally challenging since arrival to the Medical ER Triage. The patient was disorganized, uncooperative, intermittently yelling out loud, and fixated on delusions that staff were calling him "the devil." The patient remained in the restroom for approximately 45 minutes, was initially unwilling to come out. With multiple prompting, the patient eventually came out. However, at the time of discharge, the patient became increasingly upset, demanding a walker. Despite attempts at de-escalation, the patient continued to escalate, posturing, throwing discharge paperwork at the primary nurse and striking the nurse in the face. The patient also spat on the BERT staff and made verbal threats to harm the staff's family. The patient left the hospital screaming and yelling, throwing objects and chairs in the waiting room on his way out.

BERT ED INTERVENTIONS

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



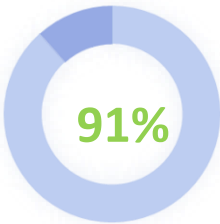
Patient Legal Hold/Status

(documented events)

22

Involvement in Code 50s

*BERT documented support for 22 documented Code 50s

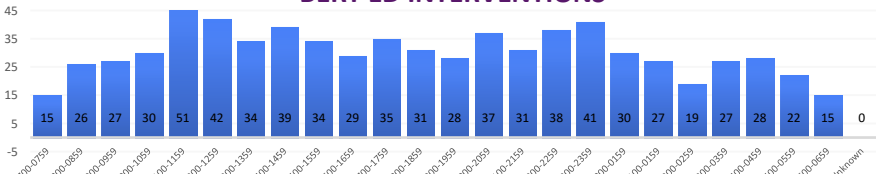


BERT ED Interventions WITHOUT Law Enforcement Present (%)

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

TIME

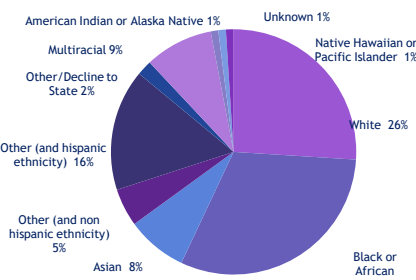
BERT ED INTERVENTIONS



PATIENT DEMOGRAPHICS

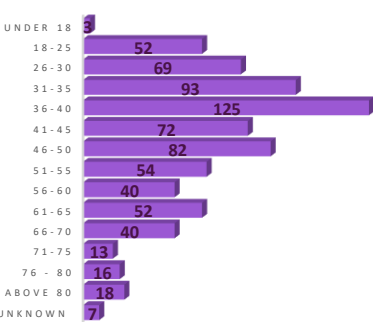
BERT ED INTERVENTIONS

RACE



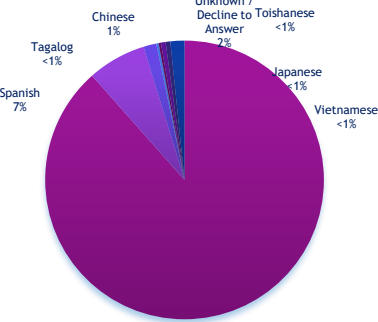
*Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



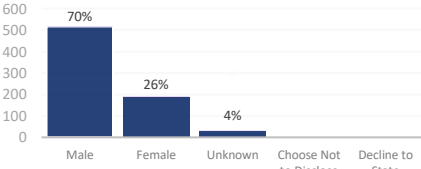
* Unknown refers to BERT interventions involving visitors

PREFERRED LANGUAGE

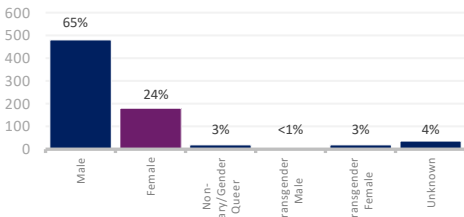


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



June Monthly Safety Tip Topic:
Person-Centered Care

BERT ED

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For further information about BERT, please contact:

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