

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team SEPTEMBER 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.

UPDATES & REMINDERS

- ❖ BERT Activities Engagement Rounds
- ❖ BERT Services Include:
 - BERT in-services and training for staff on topics including verbal de-escalation
 - BERT Monthly Safety Tips are available on SharePoint

KEY PERFORMANCE INDICATORS



BERT ACTIVATIONS/CALLS

September
100

Cumulative*
950

*Cumulative counts are data since January 2026



96%
BERT
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

Show of Support

Verbal De-escalation

Verbal Redirection

Develop Safety Plan

EXAMPLE OF SUCCESSFUL BERT ACTIVATION

BERT was activated for a patient who was agitated, threw the call light, and verbally threatened to hurt staff if pain medications weren't provided.

ACTIVE LISTENING, VERBAL REDIRECTION, SHOW OF SUPPORT, and DEVELOP SAFETY PLAN

Upon BERT arrival, the patient was observed screaming and making nonsensical statements. BERT engaged with the patient to establish therapeutic rapport and attempted to explain that the pain medications were not due yet. However, the patient was not initially receptive and continued to scream and make nonsensical statements. The patient was provided some time to regulate their emotions while BERT developed a safety plan with the primary team. BERT re-attempted to engage and verbally de-escalate the patient while the primary team prepared PRN medications. With multiple prompting and encouragement, the patient accepted PRN pain medications and allowed care from staff. BERT provided standby support for the primary team during ADLS. No injuries were noted. The patient remained with a coach for safety.



ROUNDING CONSULTATIONS

September
384

Cumulative*
3,200

*Cumulative counts are data since January 2026

EXAMPLE OF A ROUNDING CONSULTATION

During rounds, nursing staff brought up a patient who had been uncooperative with care and potentially concern for an elevated assault risk towards staff as evidenced by history of assaultive behavior towards nursing staff. Multiple services were consulted to assess the patient's medical decision-making capacity. To proceed with care and treatment under the best interest standard, BERT collaborated with the primary team and AOD to be present as additional support during essential interventions to promote patient and staff safety as part of safety planning.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

H22/25	2	H54/56	30
H24/26		H58	4
H32/38	4	H62/64	10
H34/36	3	H66/68	16
H42/44	3	H76/78	10

H46/48

Outpatient Specialty Clinic

UCC: 4 4A: 2
1M: 2 3M: 1
4M:1

Additional Areas

PACU:3

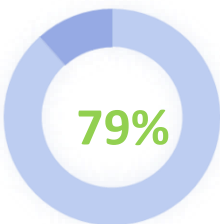
Bldg 5 7th floor: 1

Radiology: 2

Outpt Rx: 1

Bldg 25 basement: 1

*Outside of the hospital and Psychiatric units, aside from H52, are not covered for BERT activations. BERT support was provided per the department's and/or AOD's request

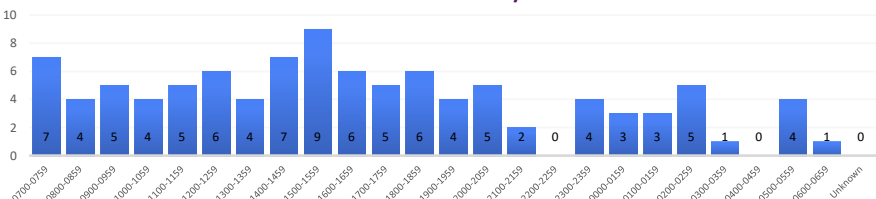


**BERT Response WITHOUT
Law Enforcement Present
(%)**
(79 of 100 Calls/Activations)

*Counts with law enforcement present include patients in custody/civil detention and calls requiring a deputy present such as escorts for patients on legal holds

TIME

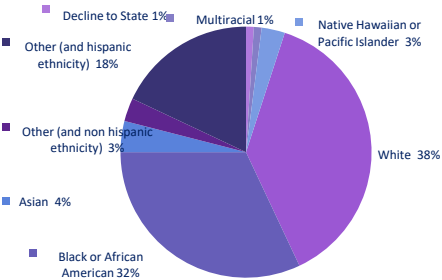
BERT ACTIVATIONS/CALLS



PATIENT DEMOGRAPHICS

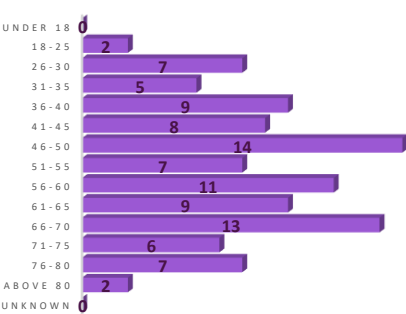
BERT ACTIVATIONS/CALLS

RACE



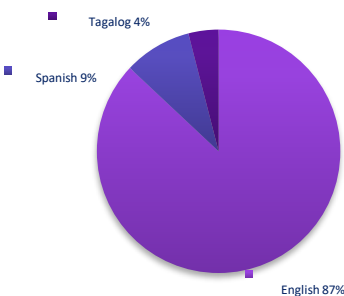
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



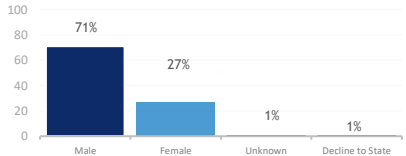
* Unknown refers to BERT Activations/Calls involving visitors

PREFERRED LANGUAGE

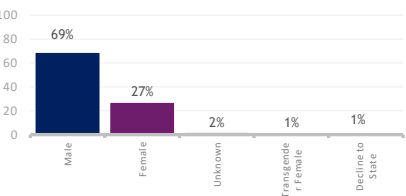


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



September Monthly Safety Tip Topic: Equity in Behavioral Emergencies

BERT

September 2026 REPORT

For further information about BERT, please contact:

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