BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team

APRIL 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.

UPDATES & REMINDERS

Congratulations to Nick San Juan, BERT's new Performance Improvement Coordinator and lead for BERT trainings!!!

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

	April	Cumulative
BERT ACTIVATIONS/CALLS	96	436

*Cumulative counts are data since January 2025

95%
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 Redirection

Verbal De-Escalation

EXAMPLE OF A SUCCESSFUL BERT ACTIVATION

BERT was activated after a patient began exhibiting periodic confusion, accusing staff members of trying to kill them, and attempting to leave the unit with compromised medical capacity for decision making.

VERBAL REDIRECTION AND VERBAL DE-ESCALATION

Before BERT arrival, nursing staff attempted to redirect the patient who stood unsteadily by the edge of their bed, insisting on leaving the hospital. When assessed for orientation, the patient was unaware of their current surroundings and accused staff members of trying to confuse and harm them. BERT members and nursing staff conducted patient teaching related to their diagnosis multiple times, but the patient continued to endorse a need to return home. Later, staff members attempted to offer medications for analgesia and anxiety to the patient, but the patient remained distrustful. BERT continued to engage with the patient and supported the patient to a chair. The patient was amenable to receiving medications and was assisted back to their bed without incident.

ROUNDING CONSULTATIONS

April	Cumulative *
263	1,122

*Cumulative counts are data since January 2025

EXAMPLE OF A ROUNDING CONSULTATION

The primary team requested support for planning care for a patient. The patient had periodic altered mental status and confusion with frequent attempts to elope from the unit. During attempts of redirection, the patient has become intermittently threatening. BERT encouraged provision of familiar routines and diverse activities during the day to reinforce steady sleep wake cycles. BERT also encouraged the use of multiple staff members during interventions for enhanced safety and to activate BERT for additional support. The patient was on an involuntary hold and the primary team did activate BERT when patient attempted to leave. BERT supported the team with redirecting the patient and assisted with additional safety planning.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

H22/25		H52	
H24		H54/56	11
H26		H58	10
H32/38		H62/64	5
H34/36	7	H66/68	8
H42/44	6	H76/78	14
H46/48	19	4A	

Outpatient Specialty Clinics: UCC: 7, 1M: 1, 5A: 1

Additional Areas: Outpatient Pharm: 1, B25 Lobby: 3, B5 Lobby: 1, Cafeteria: 2

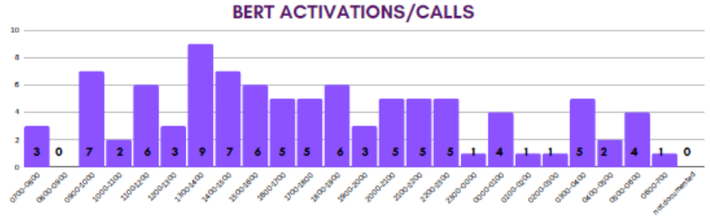
89%

BERT Response WITHOUT Law Enforcement Present (%)
Calls/Activations

*Counts with law enforcement present includes patients in custody and calls requiring a deputy present such as escorts for patients on legal holds (including escorts between Psychiatric Units and H52).

TIME

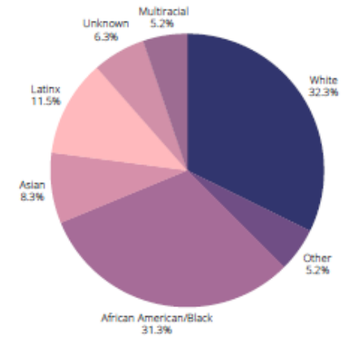
BERT ACTIVATIONS/CALLS



PATIENT DEMOGRAPHICS

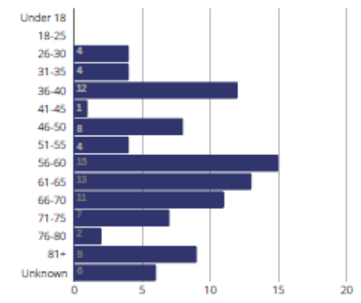
BERT ACTIVATIONS/CALLS

RACE/ETHNICITY



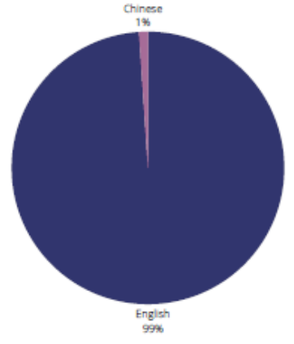
*EPIC options for race: American Indian or Alaska Native, Asian, Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, and White. EPIC options for ethnicity: Not Hispanic, Latino/a, or Spanish origin OR Hispanic, Latino/a, or Spanish origin. Latinx: race documented as other and ethnicity documented as Hispanic, Latino/a, or Spanish origin. Unknown refers to BERT Activations/Calls involving visitors.

AGE



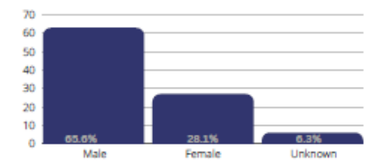
*Unknown refers to BERT Activations/Calls involving visitors

PREFERRED LANGUAGE

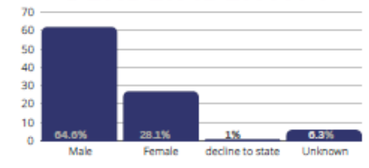


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese, and Burmese and has members that can communicate in Spanish, and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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

Education & Trainings

April Monthly Safety Tip Topic:
Rational Detachment

BERT

April 2025 REPORT

For further information about BERT, please contact:
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