

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT):

## Emergency Department Team

### AUGUST 2025 REPORT

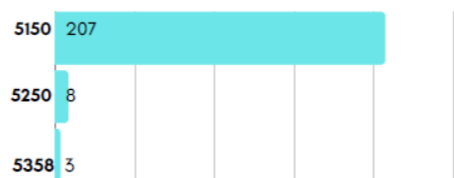
The Behavioral Emergency Response Team (BERT) are psychiatrically trained health care professionals that respond to any perceived or impending behavioral emergencies in various locations within Zuckerberg San Francisco General Hospital. BERT provides a trauma-informed approach and utilizes principles 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.

#### EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

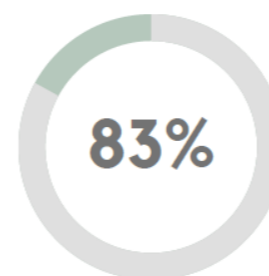
A patient had been discharged, and was wandering halls of pod A looking into patient rooms. The patient did not follow redirection by the ED staff and wandering into pod B, where they began to destroy property and throw items. The patient would not follow redirection by BERT staff. The patient threw a wire rack at an ED RN. SFSO deputies were called and patient was detained by SFSO.

## BERT ED INTERVENTIONS

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



### Patient Legal Hold/Status (documented events)



### 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

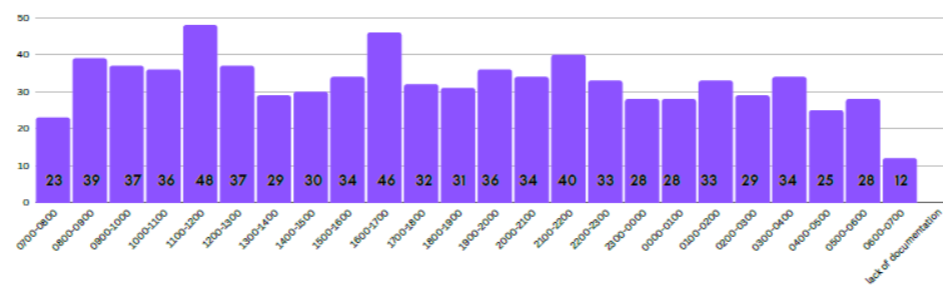


### Involvement in Code 50s

\*BERT documented support for 17 documented Code 50s

## TIME

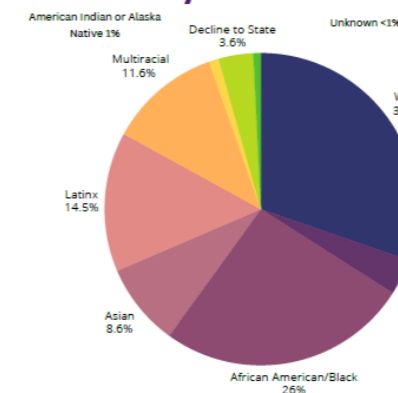
### BERT ED INTERVENTIONS



## PATIENT DEMOGRAPHICS

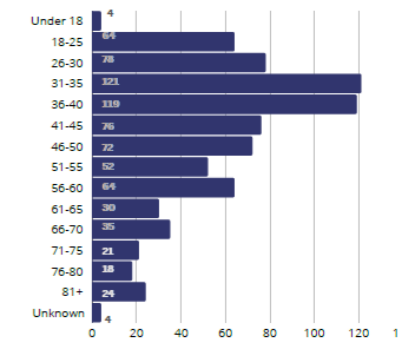
### BERT ED INTERVENTIONS

#### 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 interventions involving visitors.

#### AGE



\*Unknown refers to BERT interventions involving visitors

## KEY PERFORMANCE INDICATORS



BERT ED INTERVENTIONS

August **782** Cumulative\* **5,487**

\*Cumulative counts are data since January 2025



BERT ED Successful Interventions

(767 of 782 interventions with complete documentation to evaluate the criteria of interventions with complete documentation to evaluate the criteria below)

#### 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

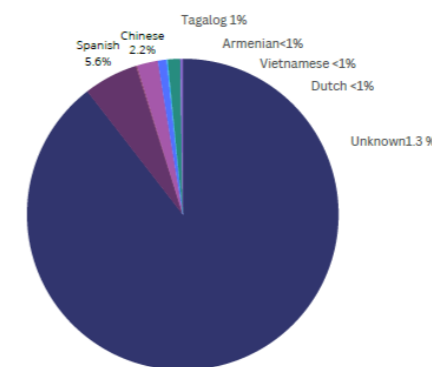
Assist with Behaviorally Challenging Discharge

#### EXAMPLE OF SUCCESSFUL BERT ED INTERVENTIONS

##### VERBAL REDIRECTION and VERBAL DE-ESCALATION

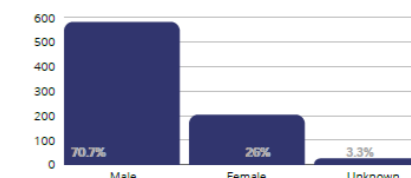
BERT responded to a patient exhibiting signs of escalation, including aggressive behavior directed at a family member at the bedside. BERT engaged with the patient and successfully de-escalated the situation through redirection. The patient was encouraged to wait calmly for the physician to provide care. At the patient's request, BERT asked the family member to step out of the room to allow the patient space to calm down. BERT remained present, continued supportive engagement, and offered beverages as approved by ED staff. The patient remained calm while alone in the room and waited for the MD without further behavioral incidents. The family member was able to re-enter the room once the patient felt ready.

## PREFERRED LANGUAGE

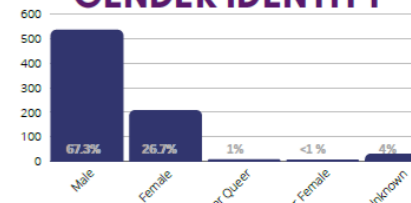


\*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese, and Burmese and has members that can communicate in Spanish, and Tagalog.

## SEX ASSIGNED AT BIRTH



## GENDER IDENTITY



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



August Monthly Safety Tip Topic: Rational Detachment (continued)

## BERT ED August 2025 REPORT

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