

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team AUGUST 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

August
131

Cumulative*
850

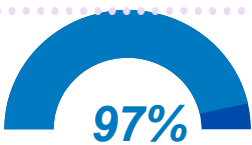
*Cumulative counts are data since January 2026

Show of Support

Verbal De-escalation

Verbal Redirection

Assist with restraint



97%

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

EXAMPLE OF SUCCESSFUL BERT ACTIVATION

BERT was activated for a patient who became increasingly insistent upon leaving the hospital AMA. **VERBAL REDIRECTION, SHOW OF SUPPORT AND CONSULTATION**
Upon BERT arrival, the patient was observed sitting at the edge of the bed. Per primary RN, the patient had been expressing desire to leave the hospital AMA and was not verbally redirectable. The patient subsequently walked out towards the nurse's station and tried to move toward exit door. BERT staff engaged with the patient and verbally redirected the patient back to the room. BERT staff provided support by remaining with the patient and engaging with them while the primary team reviewed the current safety plan and treatment plan based on the patient's clinical condition. BERT remained on standby and encouraged the patient to ask questions and express any concerns regarding the treatment plan to promote their involvement in the plan of care. The patient was observed to remain calm, receptive, and willing to stay to receive the recommended treatment.



ROUNDING CONSULTATIONS

August
402

Cumulative*
2,816

*Cumulative counts are data since January 2026

EXAMPLE OF A ROUNDING CONSULTATION

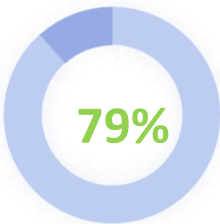
During rounds, nursing staff attempted to discharge the patient, who became increasingly agitated and hostile during the discharge process. BERT staff recommended identifying potential contributing factors and stressors related to the discharge. Through engagement with the patient, BERT identified that the patient's agitation was related to missing belongings. To support a safe and successful discharge, BERT discussed the importance of establishing clear expectations for respectful communication and utilizing a buddy system during the discharge process to promote staff safety. BERT also recommended contacting BERT in advance when additional support is anticipated and reporting any verbal threats to the Threat Management Team (TMT) for additional care coordination and safety planning.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

H22/25	7	H54/56	11
H24/26	2	H58	2
H32/38	8	H62/64	10
H34/36	11	H66/68	10
H42/44	26	H76/78	20
H46/48	0		
Outpatient Specialty Clinic		UCC: 8	5A: 1
		1M: 1	1X: 1
		4A: 7	4M:1
Additional Areas		Bldg 5 7th floor: 1	
7B:1	Inpt Pharmacy: 1	PreOp: 1	MRI: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

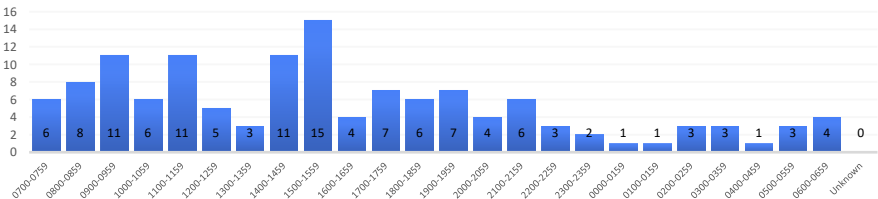


BERT Response WITHOUT
Law Enforcement Present
(%)
(103 of 131 Calls/Activations)

*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

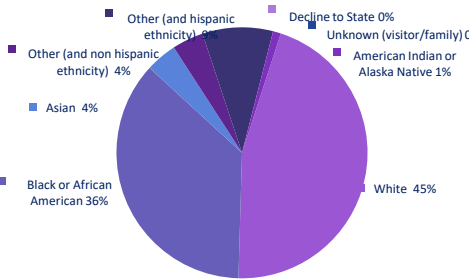
BERT ACTIVATIONS/CALLS



PATIENT DEMOGRAPHICS

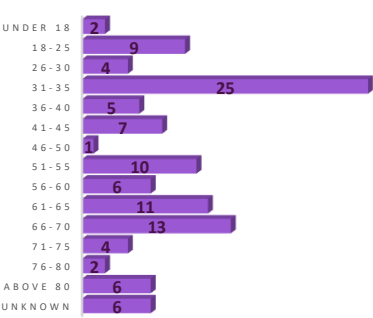
BERT ACTIVATIONS/CALLS

RACE



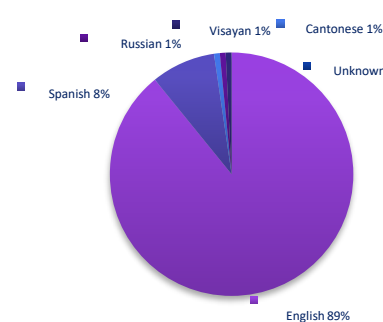
*EPIC options for race: American Indian or Alaska Native, Asian, Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



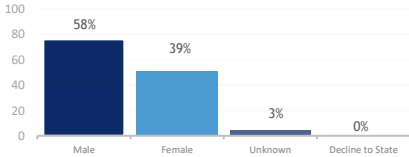
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PREFERRED LANGUAGE

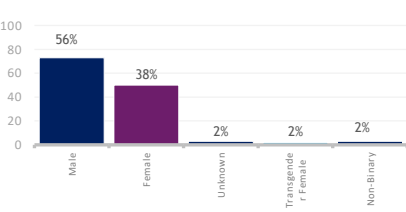


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



August Monthly Safety Tip Topic: Team Response Works

BERT

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