

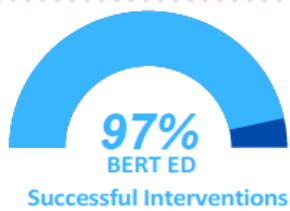
BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Emergency Department Team

JULY 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.

KEY PERFORMANCE INDICATORS



- 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

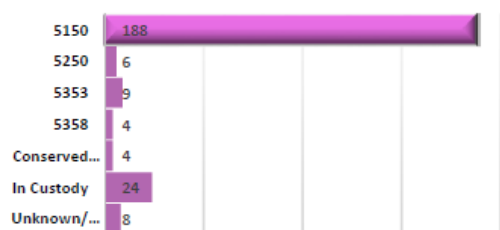
EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION
VERBAL REDIRECTION and ESCORT TO PES
BERT assisted in escorting a behaviorally challenging patient from EMS triage to PES with two EMS personnel. During the escort, the patient unfastened the stretcher buckle and jumped off the EMS stretcher. The patient appeared anxious and confused, stating "Whoa, I don't know what's going on. I just don't know." BERT staff provided reassurance for safety and redirected the patient to get back on the stretcher. The patient initially declined but after multiple promptings, the patient was amenable to get back on the stretcher on the condition of sitting upright. The escorted to PES was completed without further incident.

EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

BERT was called to assist with a patient who had barricaded himself in the EMS bathroom. BERT engaged with the patient but the patient had his foot wedged against the bathroom door as staff members attempted to redirect him out of the bathroom. The patient began yelling and cursing at staff. Despite multiple attempts from different staff members, de-escalation was unsuccessful. Code 50 was called for additional support. With the assistance of sheriff's deputies, the patient was removed from the bathroom and placed on the gurney. The patient continued to scream and made verbal threats to assault staff if given the opportunity. BERT assisted the primary team with applying restraints and brief containment while the primary nurse administered emergent IM medications for safety.

BERT ED INTERVENTIONS

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

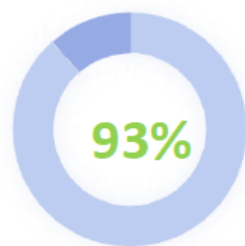


Patient Legal Hold/Status (documented events)

17

Involvement in Code 50s

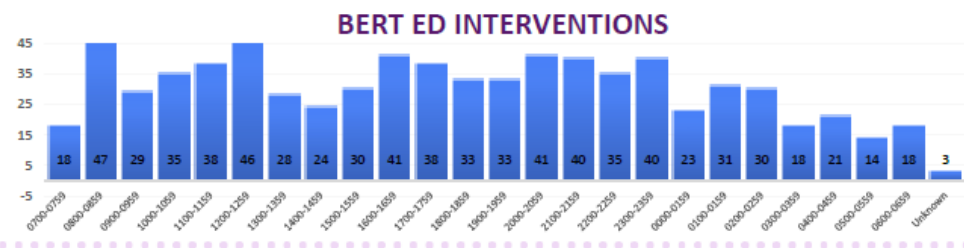
*BERT documented support for 9 documented Code 50s



BERT ED Interventions WITHOUT Law Enforcement Present (%)

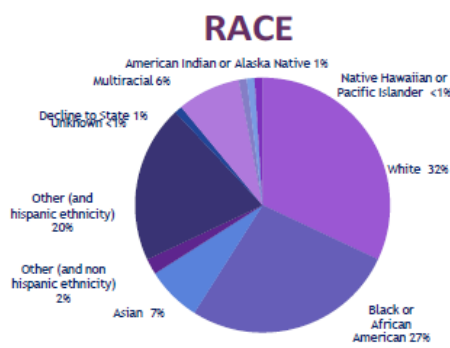
*Counts do not include escorts for patients on legal holds or interventions with incomplete documentation to evaluate this criteria

TIME

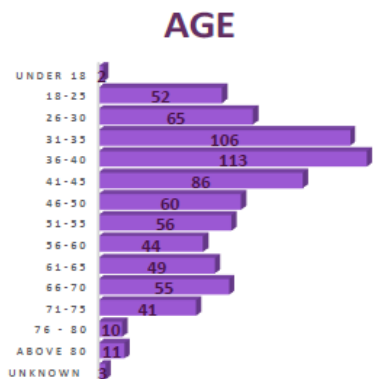


PATIENT DEMOGRAPHICS

BERT ED INTERVENTIONS

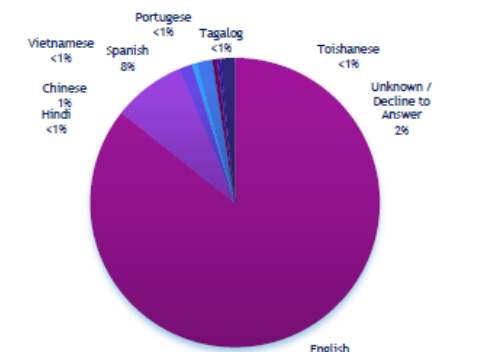


*Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.



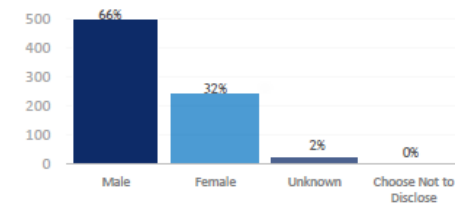
*Unknown refers to BERT interventions involving visitors

PREFERRED LANGUAGE

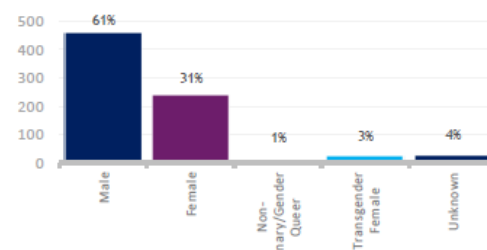


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



July Monthly Safety Tip Topic: Allow Time for Decisions

BERT ED

July 2025 REPORT

For further information about BERT, please contact:

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