

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team

JULY 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

July
111

Cumulative*
719

*Cumulative counts are data since January 2026



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

Show of Support

Verbal De-escalation

Verbal Redirection

Develop Safety Plan

EXAMPLE OF SUCCESSFUL BERT ACTIVATION

BERT was activated for a patient who was restless and agitated and wanting to leave the hospital while on a legal hold.

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

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 and was not verbally redirectable. The patient subsequently walked out towards the nurse's station. BERT staff engaged with the patient and verbally redirected the patient back to the room. BERT staff offered to play cards with the patient as a distraction while the primary team developed a safety plan and offered PRN medications. With encouragement, the patient accepted PRN medications by mouth. BERT staff remained on standby and encouraged the patient to have dinner. BERT staff also assisted with putting on a movie for the patient to watch. The patient was observed to be calm and watching TV when BERT left the unit.



ROUNDING CONSULTATIONS

July
384

Cumulative*
2,414

*Cumulative counts are data since January 2026

EXAMPLE OF A ROUNDING CONSULTATION

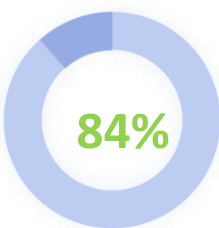
During rounds, nursing staff brought up a patient who had been verbally abusive and accusatory during wound care. BERT staff recommended identifying potential contributing factors or stressors and developing a safety plan prior to providing wound care. BERT recommended explaining planned interventions in simple terms and calling BERT in advance for support during wound care interventions. BERT discussed clustering care and utilizing a buddy system when feasible. BERT also discussed the importance of establishing clear expectations for respectful communication and to report any verbal threats to the threat management team (TMT) for additional care coordination and safety planning.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

H22/25	4	H54/56	22
H24/26	2	H58	6
H32/38	2	H62/64	17
H34/36	3	H66/68	17
H42/44	15	H76/78	6
H46/48			
Outpatient Specialty Clinic		UCC: 5 1M: 4 4D: 1	5A: 1 1N: 1 4M:1
Additional Areas		Bldg 25 Lobby: 1 PACU: 1	
7L:1			
PES: 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

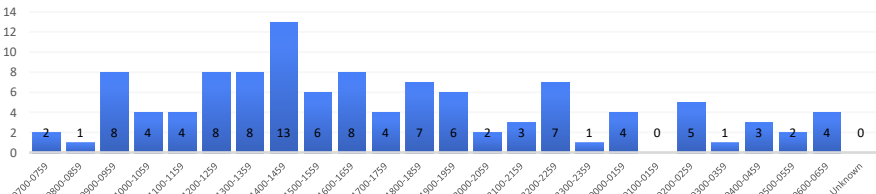


BERT Response WITHOUT Law Enforcement Present (%)
(93 of 111 Calls/Activations)

*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

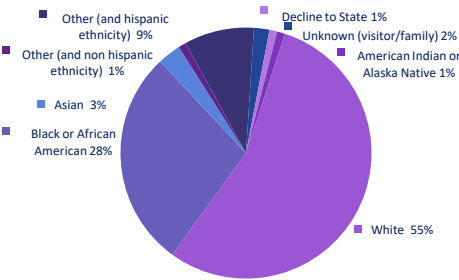
BERT ACTIVATIONS/CALLS



PATIENT DEMOGRAPHICS

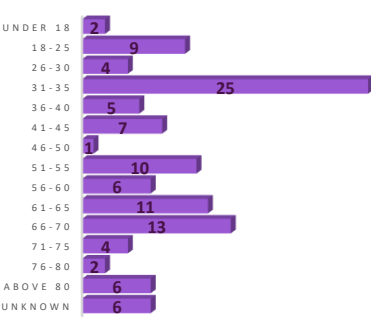
BERT ACTIVATIONS/CALLS

RACE



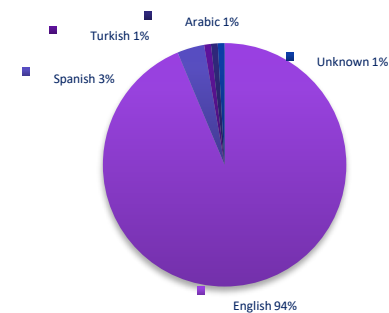
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



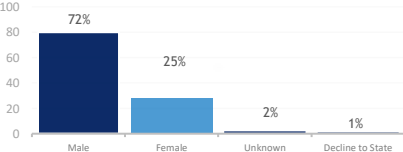
* Unknown refers to BERT Activations/Calls involving visitors

PREFERRED LANGUAGE

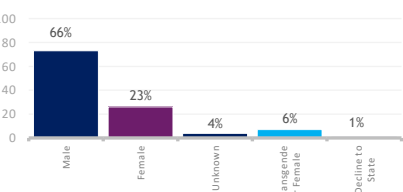


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



July Monthly Safety Tip Topic: Team Response Works

BERT

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For further information about BERT, please contact:

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