

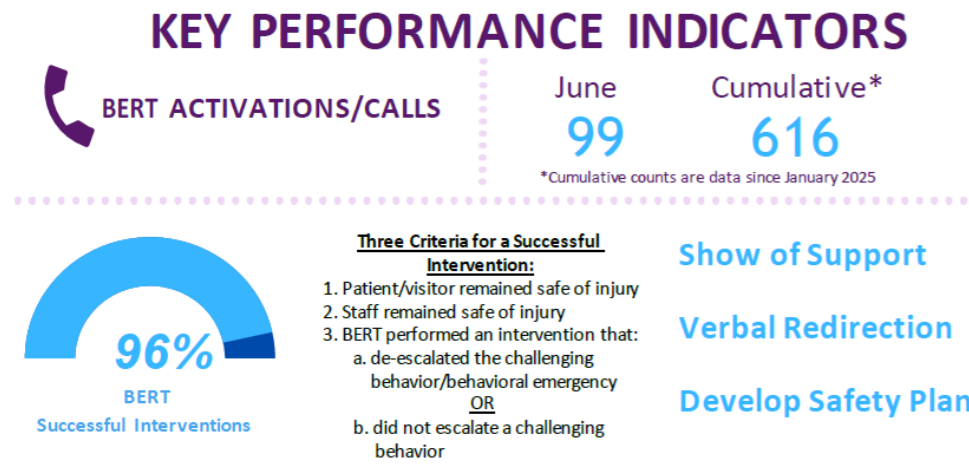
# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Rounding Responder Team JUNE 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**

- BERT Services Include:
  - BERT in-services and training for staff on topics including verbal de-escalation
  - BERT Monthly Safety Tips are available on SharePoint

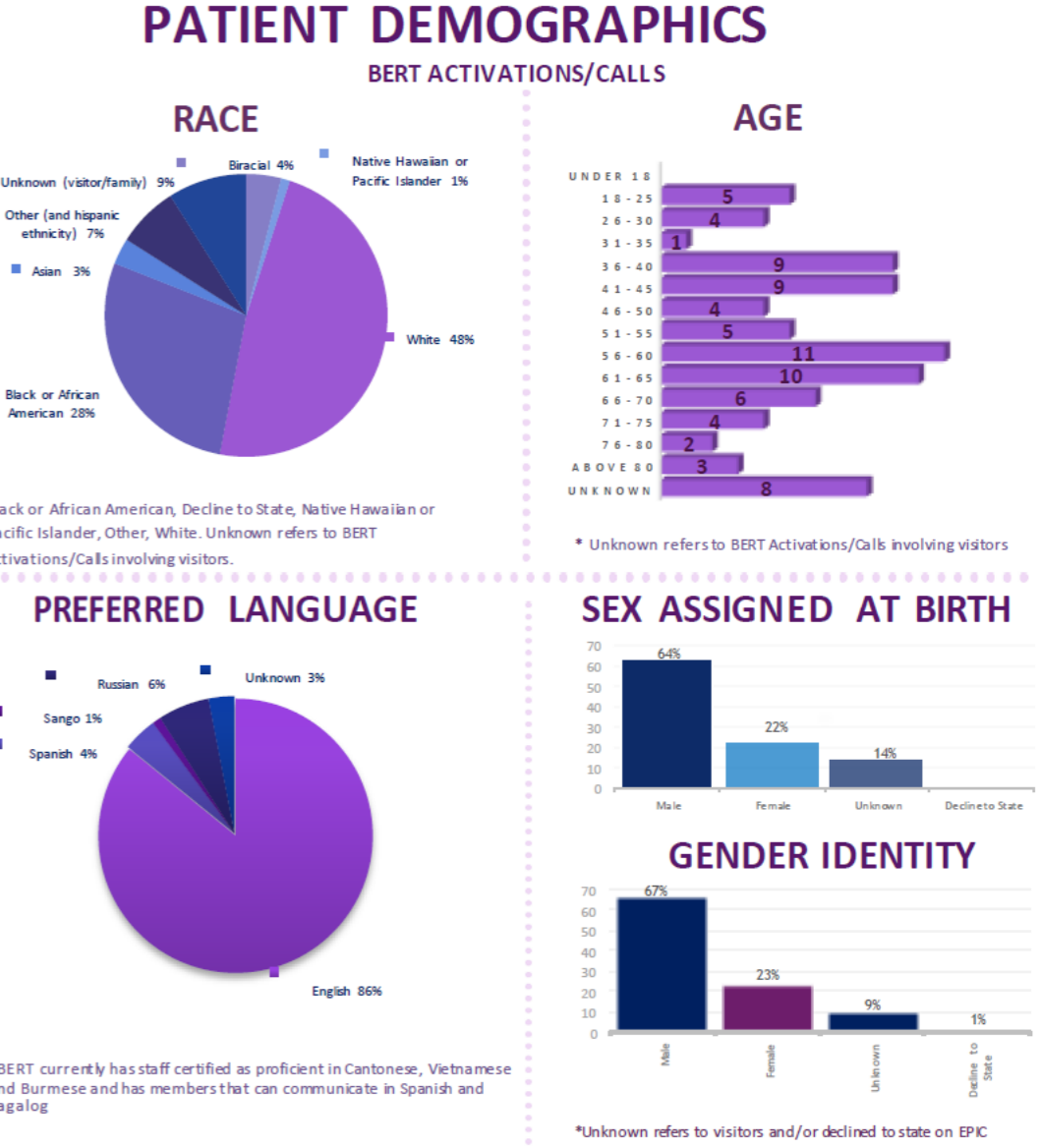
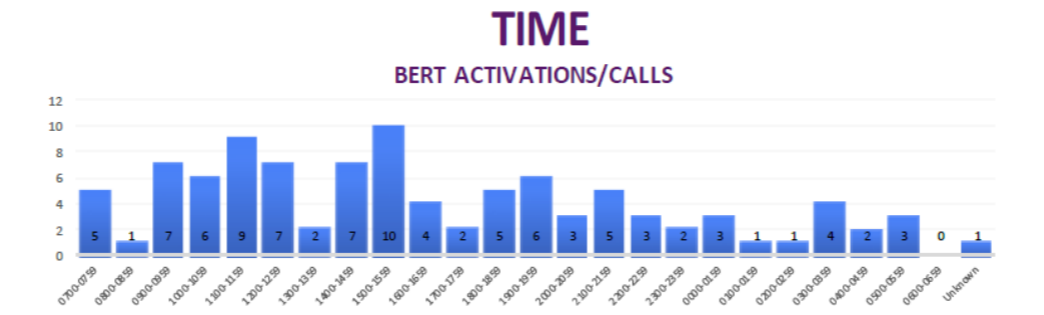
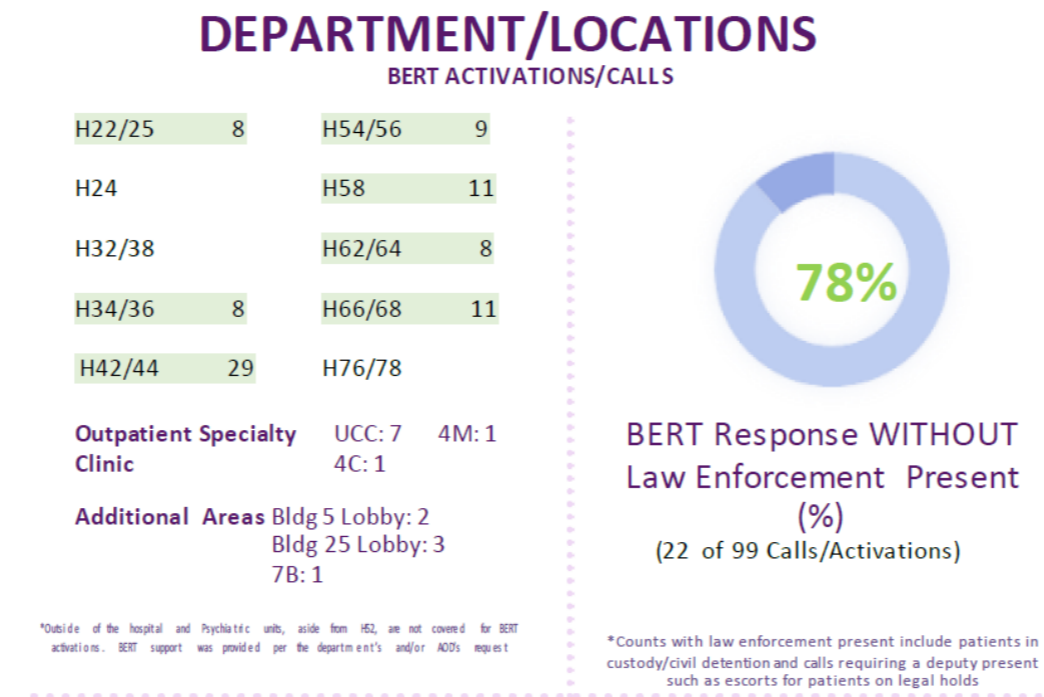
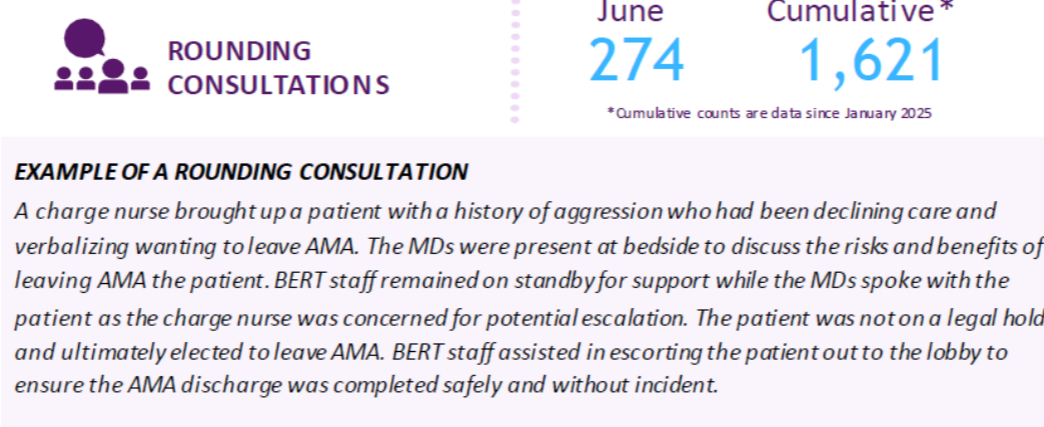


**EXAMPLE OF A SUCCESSFUL BERT ACTIVATION**

BERT was activated for a patient exhibiting emotional lability and anxiety who had been crying inconsolably and declining nursing interventions.

**VERBAL DE-ESCALATION, ACTIVE LISTENING and DEVELOP SAFETY PLAN**

Upon BERT arrival, the patient was observed to be tearful and in pain. BERT engaged with the patient, during which the patient stated not being able to recall events leading to hospitalization or the surgery. The patient also expressed mistrust toward the medical providers due to a history of trauma and a fear of addiction with pain medications. BERT provided active listening and frequent reassurance to build a trusting rapport. Through further engagement, BERT assisted in clarifying a miscommunication regarding phone usage, while the primary nurse provided education on pain medications. Through collaborative effort with the primary team, the patient became more receptive to care and nursing interventions and accepted IV pain medications from the primary nurse.



### Education & Trainings

June Monthly Safety Tip Topic:  
Respect Personal Space

**BERT**  
June 2025 REPORT

For further information about BERT, please contact:

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