

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team

JUNE 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

June
112

Cumulative*
608

*Cumulative counts are data since January 2026



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 with agitation who wanted to leave against medical advice (AMA). The patient was not on a legal hold at the time of the activation.

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

Upon BERT arrival, the patient was observed putting on clothes, preparing to leave the hospital AMA. Per the primary RN, the medical team had noted that the patient lacked decision-making capacity. BERT staff engaged with the patient. The patient expressed frustrations around not being able to leave after speaking with “two doctors with suits” who informed him that he could leave. BERT staff provided active listening and encouraged the patient to remain until the medical team can finalize the treatment plan. The MD attempted to speak to the patient, but the patient became increasingly frustrated and began walking towards the elevator. BERT remained engaged with the patient while the primary team coordinated a safe plan of care. The patient was subsequently placed on a 5150 legal hold by the Psych Consult-Liaison team. The patient remained adamant on leaving but ultimately agreed to stay until the plan of care was finalized. BERT assisted in bringing the patient back to the room with SFSO’s presence.



ROUNDING CONSULTATIONS

June
410

Cumulative*
2,030

*Cumulative counts are data since January 2026

EXAMPLE OF A ROUNDING CONSULTATION

During rounds, nursing staff brought up a patient who exhibited disorganized behavior and was fixated on taking prolonged showers. The patient had previously flooded the bathroom. BERT recommended to place a consult with the Psych Liaison team for medication management for agitation and disorganized behavior. BERT also suggested establishing clear and consistent allotted shower times, monitoring the patient during shower use as appropriate, and removing unnecessary items in the bathroom for any environmental damage or safety concern. Additionally, BERT suggested providing firm reminders at regular intervals and calling BERT early for additional support to redirect the patient.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

H22/25 2

H54/56 24

H24/26

H58 4

H32/38 7

H62/64 11

H34/36 8

H66/68 22

H42/44 14

H76/78 3

H46/48

Outpatient Specialty Clinic

UCC: 7 4A: 4
1M: 1

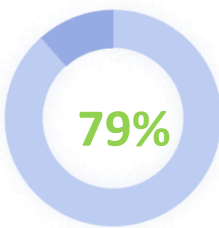
Additional Areas

Radiology: 1

Outpt Rx: 1

Bldg 25 Lobby: 2

Preop: 1



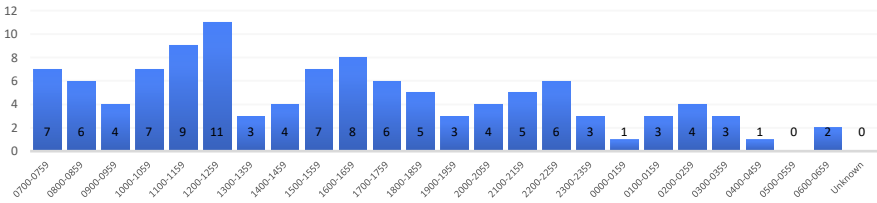
BERT Response WITHOUT Law Enforcement Present (%)
(89 of 112 Calls/Activations)

*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

*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

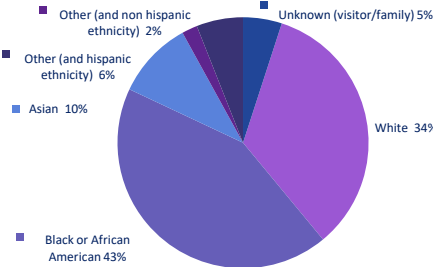
BERT ACTIVATIONS/CALLS



PATIENT DEMOGRAPHICS

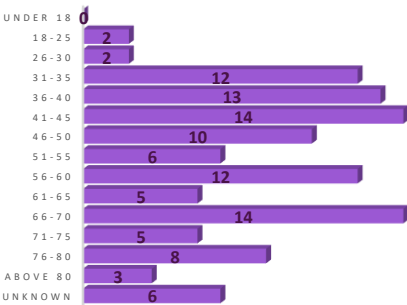
BERT ACTIVATIONS/CALLS

RACE



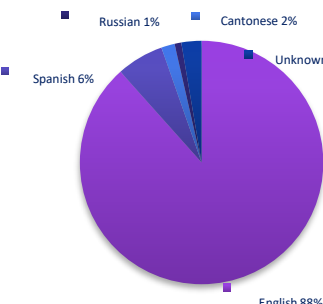
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



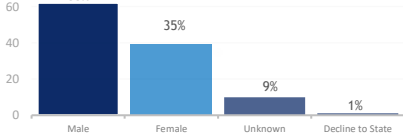
* Unknown refers to BERT Activations/Calls involving visitors

PREFERRED LANGUAGE

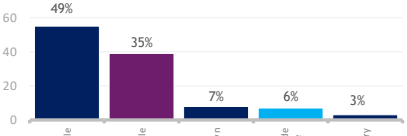


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



June Monthly Safety Tip Topic: Person-Centered Care

BERT

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For further information about BERT, please contact:

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