

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT):

Emergency Department Team

APRIL 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.

EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

BERT responded to a patient that was thrashing, yelling, and minimally redirectable from ED staff. BERT team was called to the area to support the ED staff with restraints as the the patient was threatening SFPO and the MD, and did not respond to least restrictive interventions such as verbal redirection. The primary team expressed concerns for safety. While applying the restraints, the patient tried to bite the nurse and continued to thrash against the bed rail and lunge at staff. Emergency medications were provided by the ED staff. SFPO was present for support. BERT was not able to verbally de-escalate the patient after multiple attempts. No injuries noted to the patient or staff.

BERT ED INTERVENTIONS

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



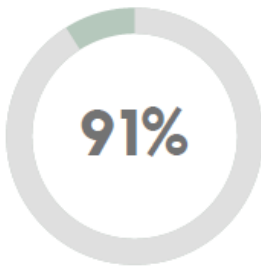
Patient Legal Hold/Status

(documented events)

16

Involvement in Code 50s

*BERT documented support for 18 documented Code 50s

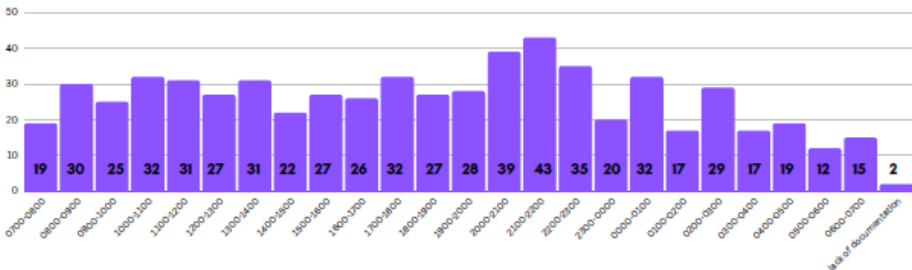


BERT ED Interventions WITHOUT Law Enforcement Present (%)

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

TIME

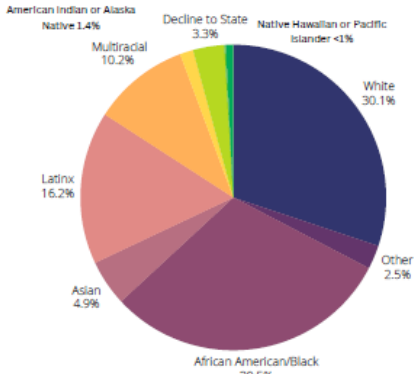
BERT ED INTERVENTIONS



PATIENT DEMOGRAPHICS

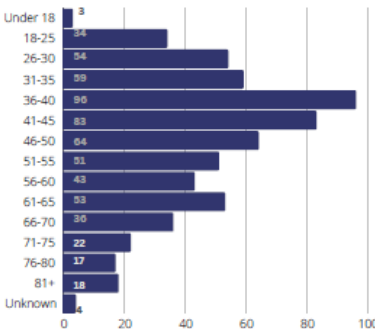
BERT ED INTERVENTIONS

RACE/ETHNICITY



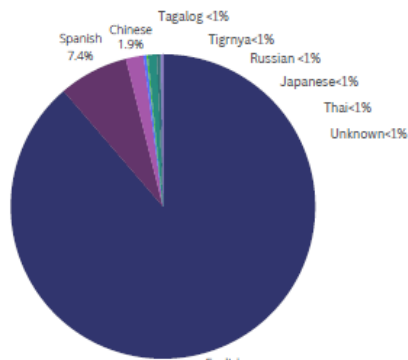
*EPIC options for race: American Indian or Alaska Native, Asian, Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, and White. EPIC options for ethnicity: Not Hispanic, Latino/a, or Spanish origin OR Hispanic, Latino/a, or Spanish origin. Latinx: race documented as other and ethnicity documented as Hispanic, Latino/a, or Spanish origin. Unknown refers to BERT interventions involving visitors.

AGE



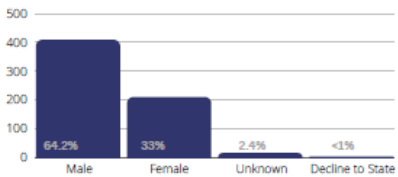
*Unknown refers to BERT interventions involving visitors

PREFERRED LANGUAGE

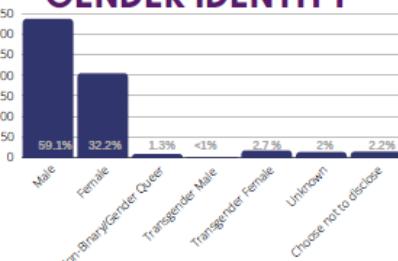


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese, and Burmese and has members that can communicate in Spanish, and Tagalog.

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



April Monthly Safety Tip Topic:
Rational Detachment

BERT ED

April 2025 REPORT

EXAMPLE OF SUCCESSFUL BERT ED INTERVENTIONS

VERBAL REDIRECTION and ACTIVE LISTENING

A patient in the ED waiting room was visibly upset and showing signs of escalation. BERT engaged with the patient and acknowledged the frustrations they shared regarding the wait time. BERT engaged in rapport building conversation. BERT walked with the patient around the department to reduce anxiety. BERT collaborated with an RN to provide the patient with ice chips and cranberry juice. The patient was much calmer but expressed that they wanted to leave due to the wait time. BERT encouraged the patient to stay for care and the patient returned to the waiting room. Patient was calmer after engaging with BERT and having an opportunity to express their concerns. No further issues noted.

For further information about BERT, please contact:
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