

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Rounding Responder 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.

### 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

### KEY PERFORMANCE INDICATORS



BERT ACTIVATIONS/CALLS

July  
85

Cumulative\*  
701

\*Cumulative counts are data since January 2025

#### Three Criteria for a Successful Intervention:

- Patient/visitor remained safe of injury
- Staff remained safe of injury
- BERT performed an intervention that:
  - de-escalated the challenging behavior/behavioral emergency
  - did not escalate a challenging behavior

Show of Support

Verbal Redirection

Verbal De-escalation

Develop Safety Plan

#### EXAMPLE OF A SUCCESSFUL BERT ACTIVATION

BERT was activated for a patient who presented to the Urgent Care Center (UCC) with an acute change in behavior and was difficult to redirect. **VERBAL DE-ESCALATION, ASSIST WITH ESCORT, and ASSIST WITH EMERGENT MEDICATIONS** Upon BERT arrival, the patient was observed to be anxious and restless. The patient was accompanied by his wife at bedside but required assistance with escort to the ED for a higher level of care. BERT staff engaged with the patient to establish rapport. Multiple prompts were needed to guide the patient from UCC through the metal detectors to the ED. AOD, ED staff, and BERT staff collaboratively redirected the patient to the assigned room. BERT staff assisted with the intake of the patient as the patient appeared overwhelmed, wanting to leave the room, requiring frequent redirection. Sheriff's deputies were called for standby support. BERT staff assisted the ED staff with emergent IM medication for safety. With multiple prompting and verbal redirection, the patient eventually changed into a gown and was amenable to have blood drawn.



ROUNDING  
CONSULTATIONS

June  
306

Cumulative\*  
1,927

\*Cumulative counts are data since January 2025

#### EXAMPLE OF A ROUNDING CONSULTATION

A charge nurse brought up a patient who was admitted on a 5150 hold following a traumatic suicide attempt as part of a suicide pact with her brother. The patient had recently been extubated and continued to express suicidal ideation in the setting of serious chronic socioeconomic stressors. BERT staff encouraged safety measures such as a coach placement for continuous monitoring, enhanced vigilance, room safety checks to mitigate ligature risk, and an assessment of the patient's future orientation. BERT staff further suggested referrals to social worker to assist with socioeconomic stressors and chaplain services for additional emotional and spiritual support.

### DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

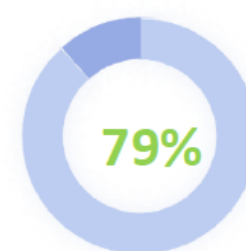
H22/25	4	H54/56	10
H24		H58	3
H32/38	7	H62/64	9
H34/36	5	H66/68	9
H42/44	16	H76/78	6

Outpatient Specialty Clinic

UCC: 4	1M: 2
3M: 1	4M: 1
4A: 1	

Additional Areas Bldg 5 Lobby: 1  
Bldg 25 Lobby: 3  
Outpt Rx: 2  
Outside of Hospital: 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

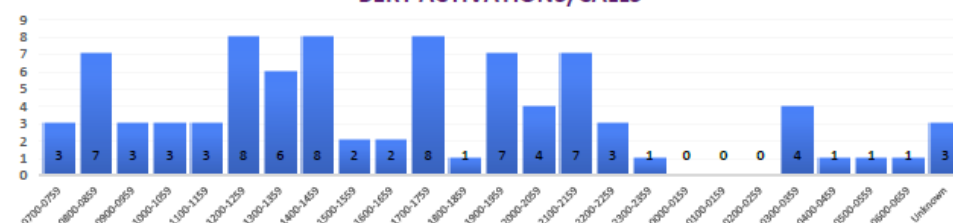


BERT Response WITHOUT  
Law Enforcement Present  
(%)  
(67 of 85 Calls/Activations)

\*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

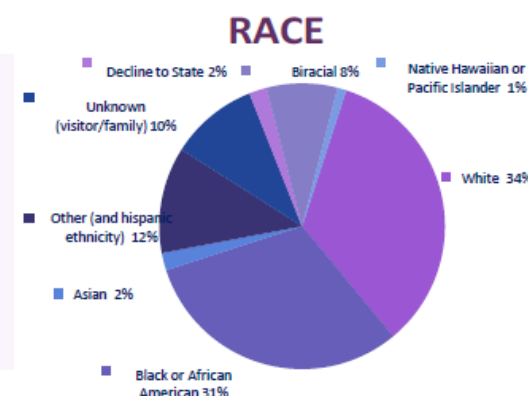
### TIME

BERT ACTIVATIONS/CALLS



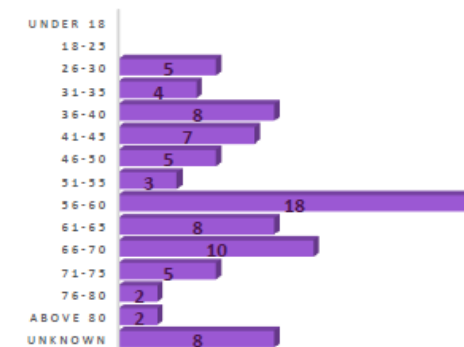
### PATIENT DEMOGRAPHICS

BERT ACTIVATIONS/CALLS



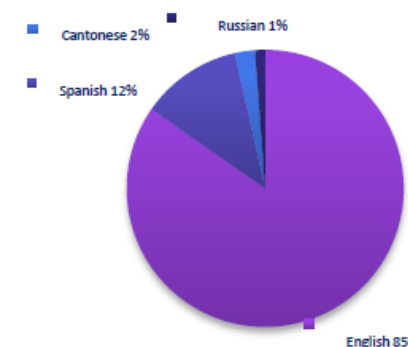
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

### AGE



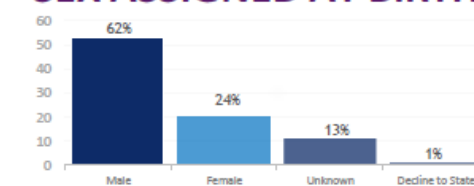
\*Unknown refers to BERT Activations/Calls involving visitors

### PREFERRED LANGUAGE

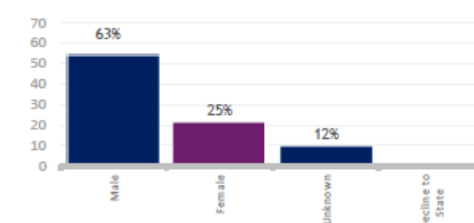


\*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

### SEX ASSIGNED AT BIRTH



### GENDER IDENTITY



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

### Education & Trainings

July Monthly Safety Tip Topic:  
Allow Time for Decisions



### BERT

July 2025 REPORT

For further information about BERT, please contact:

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