

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Emergency Department Team

### MAY 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. The BERT members in the ED are BERT staff reporting to the Department of Psychiatry and are stationed in the Emergency Department for immediate support.

## KEY PERFORMANCE INDICATORS

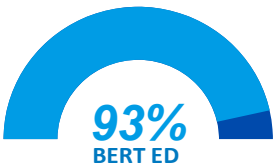


**BERT ED INTERVENTIONS**

May  
**823**

Cumulative\*  
**3,930**

\*Cumulative counts are data since January 2026



**Escort Patient to PES (Warm Handoff)**

**Verbal Redirection**

**Active Listening**

**Assist with Discharge of Bx Challenging Patient**

**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

### EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

#### VERBAL REDIRECTION, VERBAL DE-ESCALATION, and ACTIVE LISTENING

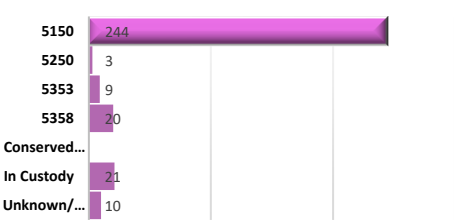
BERT engaged with a patient who became agitated due to a miscommunication regarding personal belongings with SFPD. Active listening provided to allow the patient to verbalize concerns. BERT collaborated with the primary team to provide clarification of the belongings. After receiving clarification, the patient was able to regulate emotions and cooperate with SFPD's protocol. BERT assisted the patient with changing into a clean gown and pants and remained standby during care. The patient was encouraged to rest, and no further incident was noted.

### EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

BERT staff assisted with the intake of a behaviorally challenging patient who was brought in after assaulting individuals in the community and was placed on a legal hold. The patient was hyperverbal, disorganized, labile and not redirectable when being assisted to change into a hospital gown. The patient began making threats toward staff members and attempted to strike at SFPD and staff members. Soft restraints were initiated for safety. During the restraint application, the patient spat on 2 BERT staff members. BERT assisted the primary RN with emergent IM medications. The patient remained agitated, continued attempting to get out of restraints, and was unable to follow instructions.

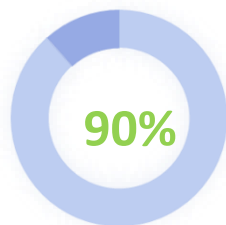
## BERT ED INTERVENTIONS

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



### Patient Legal Hold/Status

(documented events)



**BERT ED Interventions WITHOUT Law Enforcement Present (%)**

### Involvement in Code 50s

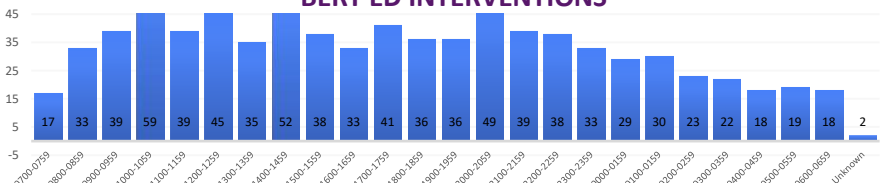
\*BERT documented support for 20 documented Code 50s



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

## TIME

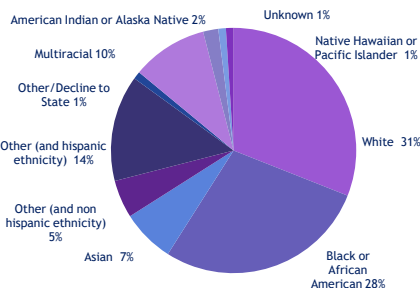
### BERT ED INTERVENTIONS



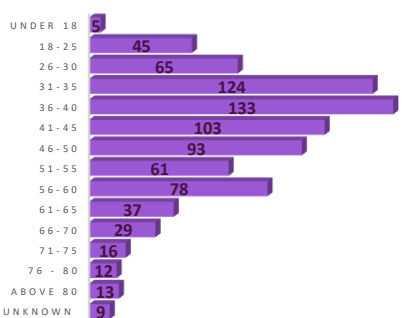
## PATIENT DEMOGRAPHICS

### BERT ED INTERVENTIONS

#### RACE



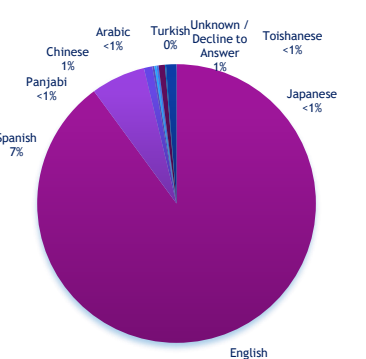
#### AGE



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

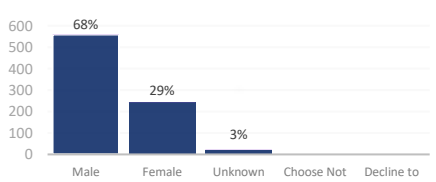
\* Unknown refers to BERT interventions involving visitors

### PREFERRED LANGUAGE

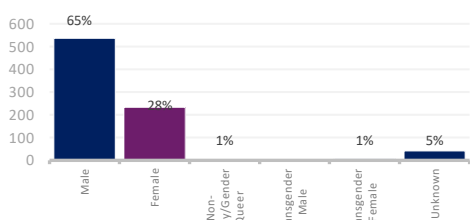


\*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

### SEX ASSIGNED AT BIRTH



### GENDER IDENTITY



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



**May Monthly Safety Tip Topic: Person-Centered Care**

## BERT ED

### May 2026 REPORT

For further information about BERT, please contact:

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