

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team MAY 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

May
81

Cumulative*
517

*Cumulative counts are data since January 2025

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 Redirection

Verbal De-escalation

Develop Safety Plan



BERT
Successful Interventions

EXAMPLE OF A SUCCESSFUL BERT ACTIVATION

BERT was activated for a patient who was agitated due to lost personal belongings. The patient was screaming and banging their head on the table out of frustration over not being able to go home as planned.

VERBAL DE-ESCALATION, ACTIVE LISTENING and DEVELOP SAFETY PLAN

Upon BERT arrival, the patient expressed anger and frustrations regarding their missing wallet, money, ID, and house keys, which potentially delayed their planned discharge. The patient yelled and verbalized thoughts of self-harm in response to the missing belongings. BERT engaged the patient by actively listening to the patient's frustrations and providing reassurance. BERT collaborated with the MD, primary RN and spiritual counselor to develop a safety plan and remained with the patient while staff continued to search for patient's belongings. The patient's belongings were eventually located and the patient expressed relief. The patient was discharged as planned, accompanied by the caregiver, without any incident.



ROUNDING
CONSULTATIONS

May
225

Cumulative*
1,347

*Cumulative counts are data since January 2025

EXAMPLE OF A ROUNDING CONSULTATION

A charge nurse brought up a patient with a history of self-directed discharge who has been verbally abusive towards staff. The team had arranged to transfer the patient to inpatient psychiatry for further stabilization. BERT discussed with the charge nurse to call BERT for assist with escorting the patient; however, the transfer was delayed. Overnight, the patient had multiple episodes of agitation. BERT assisted the primary staff with verbal de-escalation and redirection during the episodes. Once a bed was available, the patient was subsequently transferred to inpatient psychiatry, accompanied by BERT and the primary team, without any incident. BERT provided warm handoff and assisted with safely placing the patient to their assigned room.

DEPARTMENT/LOCATIONS

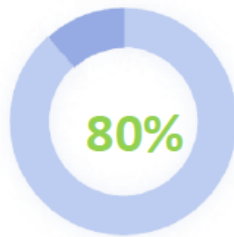
BERT ACTIVATIONS/CALLS

H22/25	3	H54/56	11
H24		H58	13
H32/38	6	H62/64	8
H34/36	1	H66/68	11
H42/44	8	H76/78	5

Outpatient Specialty Clinic UCC: 5 1M: 1
4D: 1 1N: 1

Additional Areas Bldg 25 Lobby: 3
Bldg 25 Stairs: 1
Bldg 5: 1
MHRC: 1
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

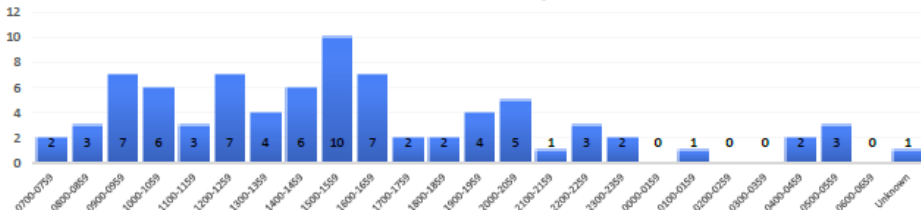


BERT Response WITHOUT
Law Enforcement Present
(%)
(65 of 81 Calls/Activations)

*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

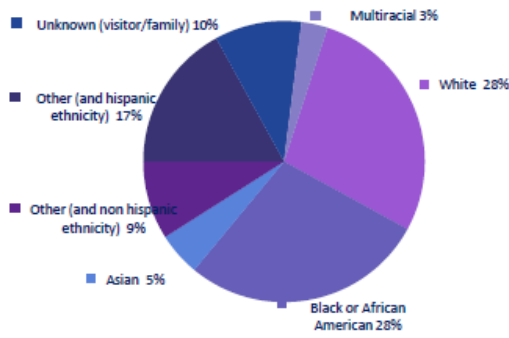
BERT ACTIVATIONS/CALLS



PATIENT DEMOGRAPHICS

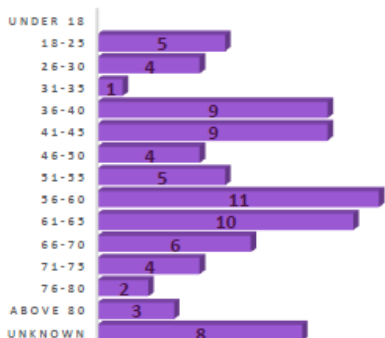
BERT ACTIVATIONS/CALLS

RACE



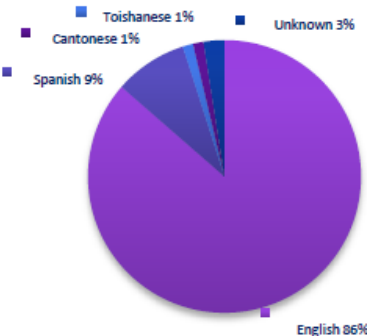
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



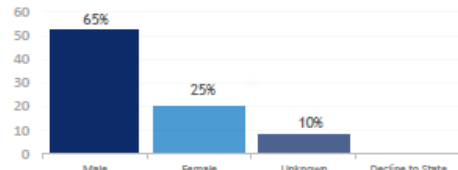
* Unknown refers to BERT Activations/Calls involving visitors

PREFERRED LANGUAGE

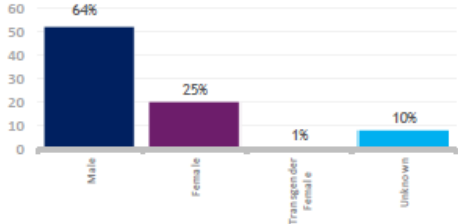


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



Education & Trainings

May Monthly Safety Tip Topic:
Person-Centered Care

BERT

May 2025 REPORT

For further information about BERT, please contact:

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