

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder 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.

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

May
112

Cumulative*
496

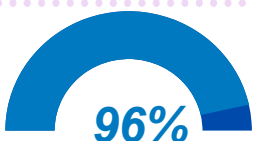
*Cumulative counts are data since January 2026

Show of Support

Verbal De-escalation

Verbal Redirection

Develop Safety Plan



96%

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

EXAMPLE OF SUCCESSFUL BERT ACTIVATION

BERT was activated for a patient on a 5353 TCON who became irritable, demanded to leave the hospital and was not verbally redirectable.

VERBAL DE-ESCALATION, VERBAL REDIRECTION, and SHOW OF SUPPORT

Upon BERT arrival, the patient was observed standing outside his room with a walker, demanding to be discharged. The patient was informed of the temporary conservatorship status, however, the patient refuted this, stating "That's not true, I'm not conserved yet." BERT engaged with the patient and verbally redirected to sit in a chair in the hallway. BERT remained with the patient in the hallway to build rapport while the AOD and the primary team collaborated to develop a safe disposition plan. BERT assisted with meeting the patient's request for coffee and walking the patient back to his assigned room. The patient accepted PRN medications by mouth for anxiety and was amenable to the plan of care. The patient remained with a coach at bedside for safety.



ROUNDING CONSULTATIONS

May
357

Cumulative*
1,620

*Cumulative counts are data since January 2026

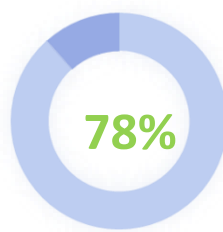
EXAMPLE OF A ROUNDING CONSULTATION

During rounds, nursing staff brought up a patient with advanced dementia who exhibits occasional psychotic symptoms of responding to internal stimuli and hallucinations. The patient is not on a legal hold, but has been attempting to leave the hospital, declining medications, and verbally threatening staff. BERT advised nursing staff to use a buddy system during nursing interventions, provide clear and concise patient education, maximize patient's functional abilities, and offer gentle and frequent reorientation. BERT also recommended environmental adjustments to enhance comfort and safety and discussed the use of PRN regimen for agitation.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

H22/25	H54/56	23
H24/26	H58	5
H32/38	H62/64	16
H34/36	H66/68	25
H42/44	H76/78	8
H46/48		1
Outpatient Specialty Clinic	UCC: 6 4A: 2 4D: 1 6G: 1	
Additional Areas	Bldg 25 Lobby: 2 Bldg 25 Roundabout: 1 Outpt Rx: 1 PACU: 2	



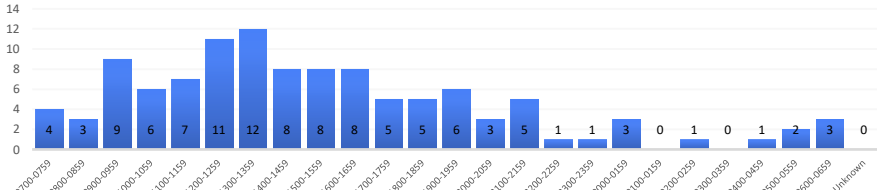
BERT Response WITHOUT Law Enforcement Present (%)
(87 of 112 Calls/Activations)

*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

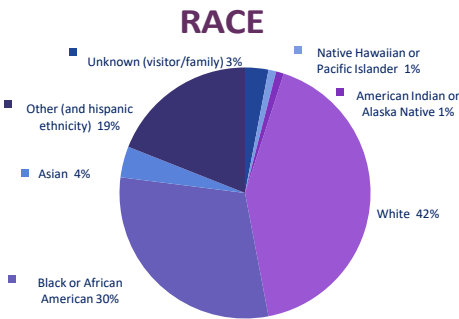
TIME

BERT ACTIVATIONS/CALLS

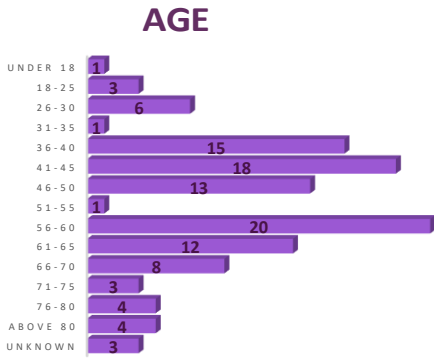


PATIENT DEMOGRAPHICS

BERT ACTIVATIONS/CALLS

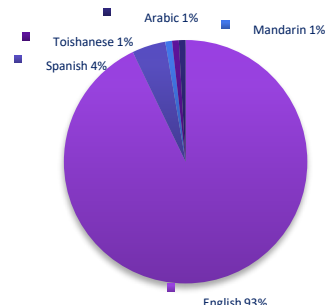


Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.



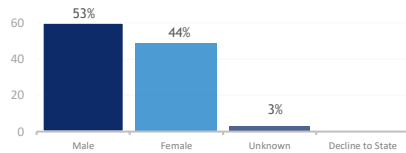
* Unknown refers to BERT Activations/Calls involving visitors

PREFERRED LANGUAGE

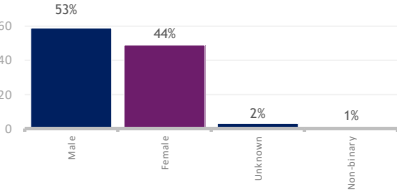


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



May Monthly Safety Tip Topic:
Person-Centered Care

BERT

May 2026 REPORT

For further information about BERT, please contact:

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