

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Emergency Department 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. The BERT ED Team 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



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

May

733

Cumulative*

3190

*Cumulative counts are data since January 2025

Escort Patient to PES (Warm Handoff)

Verbal Redirection

Active Listening

Assist with Difficult Discharge

EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

VERBAL REDIRECTION, ESCORT OFF THE FLOOR, and SHOW OF SUPPORT

BERT was requested by the ED RN to provide standby assist for a patient in custody who had previously been agitated, thrashing on the gurney upon arrival to the ED. BERT staff assisted the radiology technician in escorting the patient to CT and releasing the restraints during the transfer to the CT table. The patient was observed to be restless, requiring verbal redirection. BERT remained on standby for assist and CT was completed successfully. The patient was then safely escorted back to the room without 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

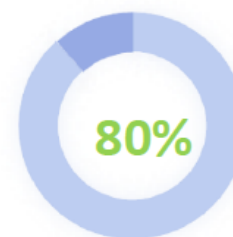
Outpatient Specialty Clinic

UCC: 5
4D: 1

1M: 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

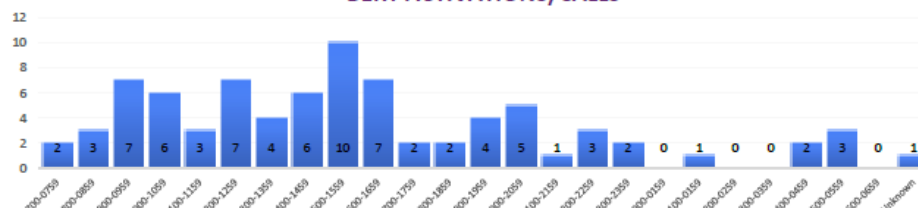


BERT Response WITHOUT Law Enforcement Present (%)
(65 of 81 Calls/Activations)

*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

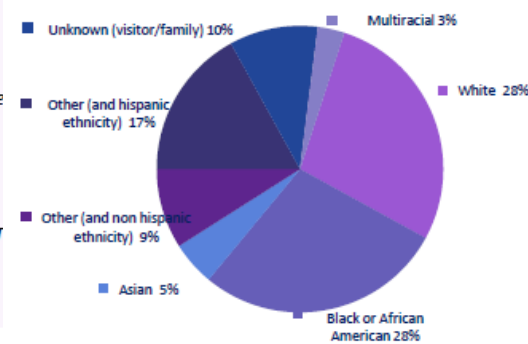
BERT ACTIVATIONS/CALLS



PATIENT DEMOGRAPHICS

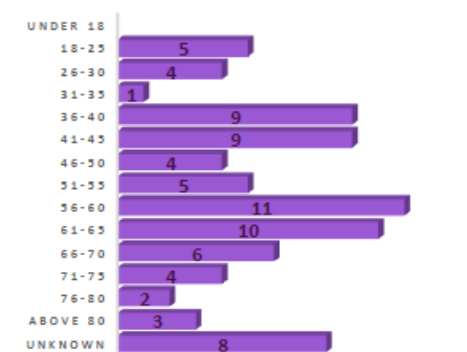
BERT ACTIVATIONS/CALLS

RACE



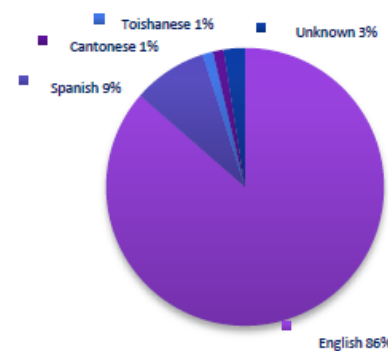
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



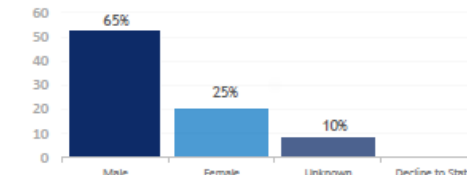
*Unknown refers to BERT Activations/Calls involving visitors

PREFERRED LANGUAGE

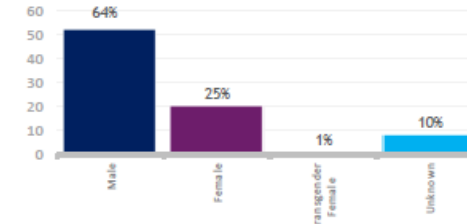


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

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:

Joan Torres, RN, MSN, MBA, CNL

Nursing Director

joanpauline.torres@sfdph.org