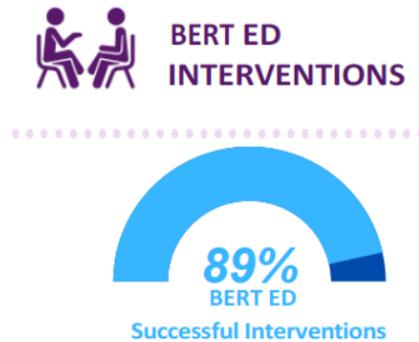


# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Emergency Department Team FEBRUARY 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 ED Team are BERT staff reporting to the Department of Psychiatry and are stationed in the Emergency Department for immediate support.

### KEY PERFORMANCE INDICATORS



February **693** Cumulative\* **1,465**

\*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 ASSIST WITH CARE  
BERT assisted the primary nurse with a shower for an agitated patient who had been sprayed with bear spray all over the body. The patient was agitated and intermittently combative due to the pain from the burn. During the shower, the patient continued to remain agitated due to the hot water in the shower worsening his burn. BERT staff obtained buckets of water from the RESUS water coolers and gently offered them to the patient until the patient was agreeable and cooperative. BERT staff remained calm and continued to assist the primary RN for an extensive amount of time until the shower was completed. No further agitation or incident was noted.

**EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION**  
BERT was called to assist with an agitated patient in the RESUS hallway. The patient was not receptive to engagement and was observed to be combative and uncooperative with staff. The patient did not want any care and shortly thereafter, stood up and began charging toward staff and claiming to leave the hospital. BERT assisted with escorting the patient out of the Resus hallway. On the way out, the patient made racial slurs towards a case worker. BERT attempted to verbally redirect and de-escalate but was not successful as the patient continued to escalate, making threats towards staff. Deputies were called and the patient was subsequently escorted out of the ED by the deputies.

### BERT ED INTERVENTIONS

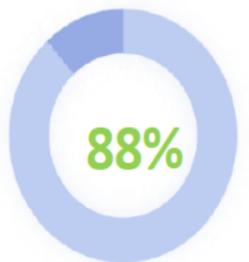
(All data related to the interventions are counts per episode)



**Patient Legal Hold/Status**  
(documented events)

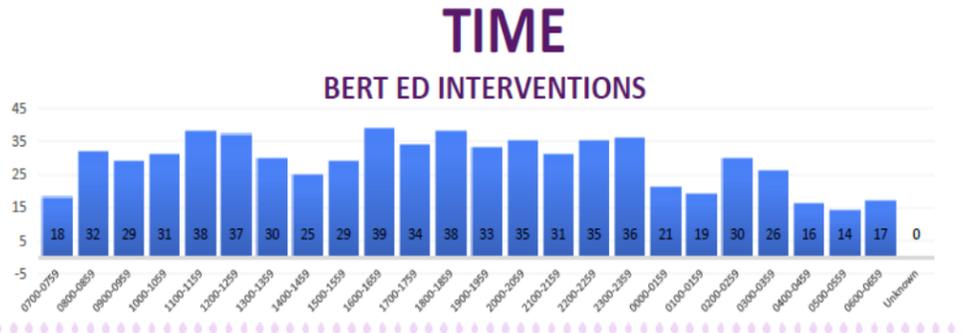
**25**

**Involvement in Code 50s**  
\*BERT documented support for 25 documented Code 50s



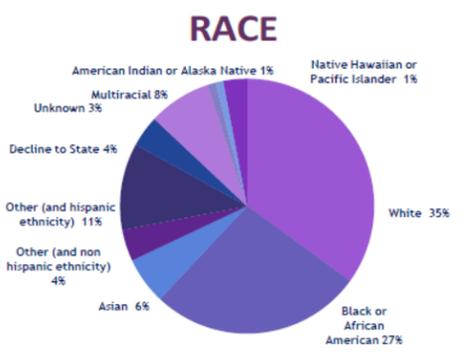
**BERT ED Interventions WITHOUT Law Enforcement Present (%)**

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

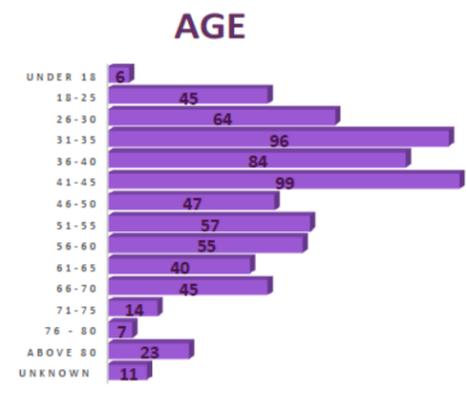


### PATIENT DEMOGRAPHICS

BERT ED INTERVENTIONS

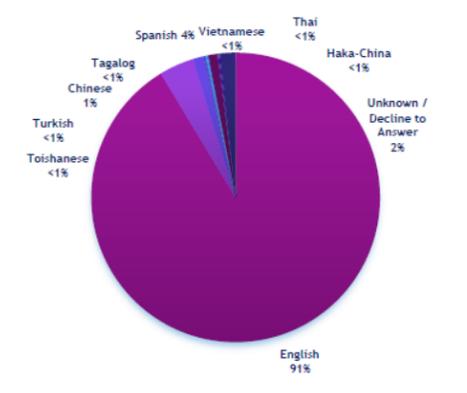


\*Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.



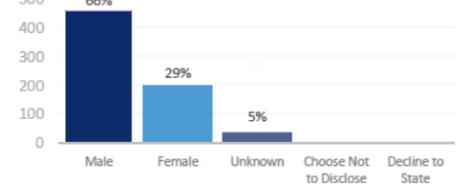
\*Unknown refers to BERT interventions involving visitors

### PREFERRED LANGUAGE

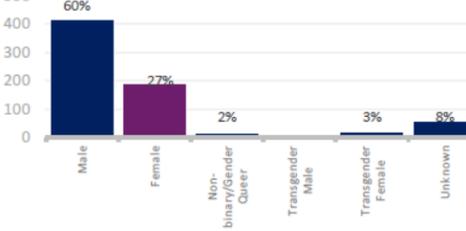


\*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

### SEX ASSIGNED AT BIRTH



### GENDER IDENTITY



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

**February Monthly Safety Tip Topic: Empathic Listening**

**BERT ED**  
February 2026 REPORT

For further information about BERT, please contact:  
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