

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Rounding Responder Team

### APRIL 2024 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
    - Provided during rounding
    - Available on SharePoint

#### KEY PERFORMANCE INDICATORS

BERT ACTIVATIONS/CALLS

April **85** Cumulative \* **378**

\*Cumulative counts are data since January 2024



##### Three Criteria for a Successful Intervention:

- Patient/visitor remained safe of injury
- Staff remained safe of injury
- BERT performed an intervention that:
  - de-escalated the challenging behavior/behavioral emergency OR
  - did not escalate a challenging behavior

Show of Support

Verbal De-escalation

Verbal Redirection

#### EXAMPLE OF A SUCCESSFUL BERT ACTIVATION

BERT was activated for a patient with agitation, wandering the hallways, repeatedly attempting to leave the unit while on a 5250 legal hold, not responsive to redirection from primary staff.

#### VERBAL RE-DIRECTION and SAFETY PLANNING

Upon BERT arrival, the patient was impulsive and dismissive of staff concerns, repeatedly closing curtains and doors despite the need for direct observation from staff due to active suicidal ideation and self-harm behavior. The patient was reoriented to the situation and administered oral medications for agitation with no relief. When the patient attempted to leave the unit again stating the need to go to the bathroom, the patient was redirected and provided with a bedside commode. BERT staff reviewed safety measures, considered the possibility of moving the patient to a different room to reduce access to stairwell, and discussed the plan of care with the primary team. BERT staff assisted with transferring the patient to another unit at a later time and patient remained with a coach for safety in the new room. No further attempts to leave were noted.

ROUNDING CONSULTATIONS

April **232** Cumulative \* **984**

\*Cumulative counts are data since January 2024

#### EXAMPLE OF A ROUNDING CONSULTATION

During rounds, BERT staff was informed by the charge nurse of the unit about a patient who is requesting to speak to the social worker regarding a transfer to a facility in Fairfield. The Nurse Manager (NM) of the unit attempted to help coordinate but the patient refused to speak with the NM. Through the good rapport BERT staff has established with the patient from previous encounters, BERT staff was able to engage with the patient in a meaningful conversation. The patient expressed interest in looking forward to reuniting with family members and continuing to progress with rehabilitation. BERT staff provided active listening to the patient's concerns and was able to assist in making patient's needs known to the charge nurse and the NM.

#### DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

H22/26	2	H52	
H32/38	10	H54/56	5
H34/36	5	H62/64	12
H42/44	9	H66/68	7
H46/48		H76/78	3

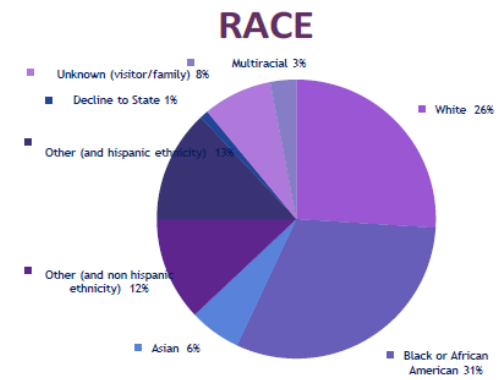
Outpatient Specialty Clinic UCC: 8 1M: 1  
4D: 2 5R: 1  
1P: 2

Skilled Nursing Facility 4A: 7  
Additional Areas UCC Lobby: 1  
Bldg 25 Lobby: 8  
Bldg 25 Roundabout: 1  
Cafeteria: 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

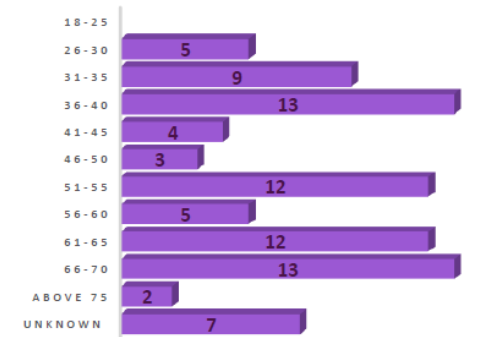
#### PATIENT DEMOGRAPHICS

BERT ACTIVATIONS/CALLS



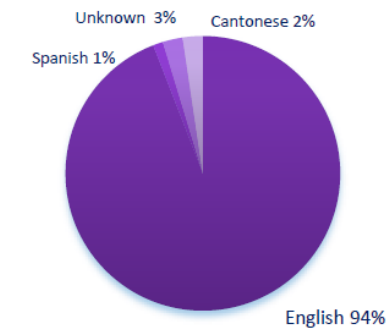
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

#### AGE



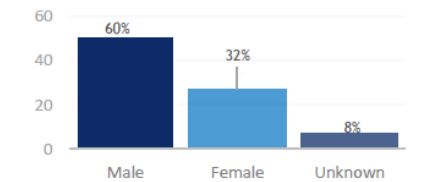
\* Unknown refers to BERT Activations/Calls involving visitors

#### PREFERRED LANGUAGE

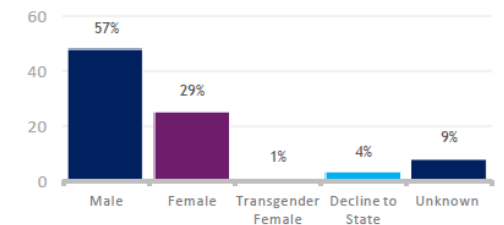


\*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

#### SEX ASSIGNED AT BIRTH



#### GENDER IDENTITY



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

BERT Response WITHOUT Law Enforcement Present (72 of 85 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

#### BERT

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For further information about BERT, please contact:

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