

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Emergency Department Team

### MAY 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. 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



May **608** Cumulative\* **2888**

\*Cumulative counts are data since January 2024



**Escort Patient to PES (Warm Handoff)**

**Verbal Redirection**

**Active Listening**

**Assist Behaviorally Challenging Patient with Activities of Daily Living**

#### EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

##### VERBAL REDIRECTION, VERBAL DE-ESCALATION AND ACTIVE LISTENING

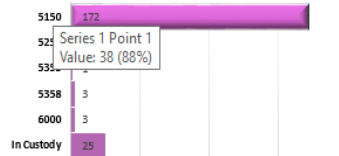
A patient was observed yelling at the team lead RN after being informed of a 5150 hold. The patient reported not understanding why she was on a 5150, stating "I did not smoke anything, I don't know where my kids are at. I just want to get into a family shelter program." The patient mentioned staying at the Navigation Center. The patient also expressed concern about being "locked up in a room," and was reassured that she was in a safe place. BERT staff engaged with the patient, actively listened to the patient's concerns, de-escalated the situation and redirected the patient to sit in a chair at the entrance of the room to reinforce the next steps in her plan of care. The patient verbalized understanding of the plan to await reassessment from psychiatry and the return of the social worker. The patient remained behaviorally appropriate while awaiting the reevaluation of the 5150 hold.

#### EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

A patient became agitated after the triage RN requested the patient to provide a urine sample for lab tests. The patient refused and began to yell. BERT staff intervened and engaged with the patient, explaining the necessity of the urine sample for proper treatment, but the patient continued to refuse. Deputies were called to the waiting room area where the patient was located. Despite efforts by the BERT staff and the presence of the deputies for further support, the patient continued to escalate, resulting in the patient throwing water across the room, and splashing another patient. Subsequently, the patient was escorted away from the waiting area and ultimately to the outside of the building.

## BERT ED INTERVENTIONS

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



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

**20**

**Involvement in Code 50s**

\*BERT documented support for 20 documented Code 50s

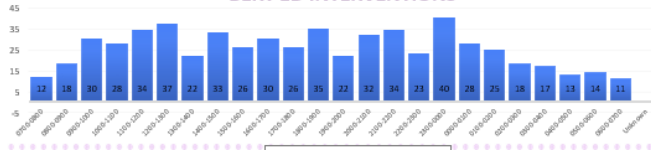


**BERT ED Interventions WITHOUT Law Enforcement Present (%)**

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

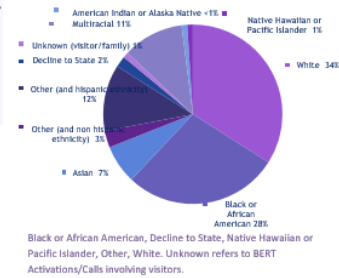
## TIME

### BERT ED INTERVENTIONS



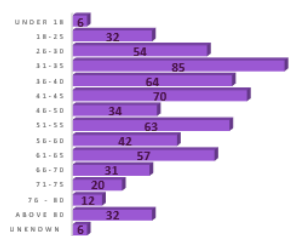
## PATIENT DEMOGRAPHICS BERT ED INTERVENTIONS

### RACE



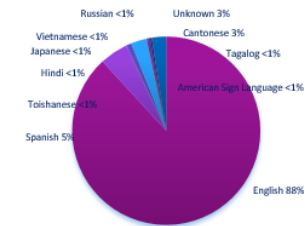
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

### AGE



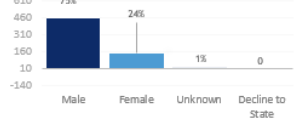
\* Unknown refers to BERT interventions involving visitors

### PREFERRED LANGUAGE

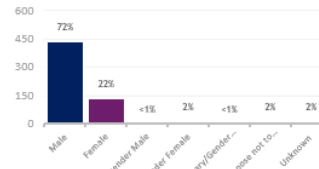


\*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

### SEX ASSIGNED AT BIRTH



### GENDER IDENTITY



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



**May Monthly Safety Tip Topic:**  
Person-Centered Care

## BERT ED

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For further information about BERT, please contact:

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