

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder 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.

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



- 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
 - did not escalate a challenging behavior

- Show of Support
- Verbal De-escalation
- Verbal Redirection
- Develop Safety Plan

EXAMPLE OF A SUCCESSFUL BERT ACTIVATION
BERT was activated for a patient with agitation, who refused nursing care and declined to transfer from the gurney to the bed. The patient was focused on wanting to leave the hospital to use the restroom despite being on a legal hold.

SHOW OF SUPPORT AND ACTIVE LISTENING
Upon BERT arrival, the patient was observed conversing with the MD at the bedside regarding their understanding of the psychiatric hold. The patient expressed frustration about not being able to move to a room with a restroom as the patient was in the ICU. The patient was offered Haldol IV for agitation but refused. BERT staff and the nursing care team provided active listening and acknowledged the patient's frustrations over not being able to maintain their normal daily routine. The patient was able to regain behavioral control after engaging with BERT and the primary nurse and participate in care with encouragement. BERT remained at bedside as show of support while the primary nursing care team assisted the patient in moving onto the bed, changing into a clean gown and drawing labs.



May **232** Cumulative* **1216**

*Cumulative counts are data since January 2024

EXAMPLE OF A ROUNDING CONSULTATION
During rounds, the unit's charge nurse informed BERT about a patient with depression, who is awaiting transfer to the inpatient psychiatric unit, has been withdrawn and isolative to their room. BERT consulted with the charge nurse to establish a routine for the patient, consult for chaplain services to have someone to talk to on a regular basis, provide positive reinforcement, and encourage physical activity within the unit. BERT also recommended relocating the patient's room closer to the nurse's station, if possible, to facilitate closer monitoring and more frequent check-ins.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS	
H22/26	4
H32/38	13
H34/36	2
H42/44	9
H46/48	2
H54/56	9
H58	3
H62/64	10
H66/68	8
H76/78	6

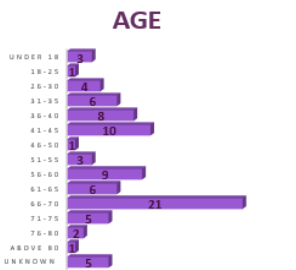
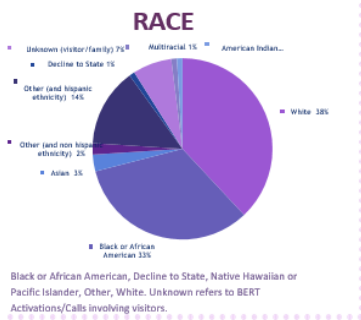
Outpatient Specialty Clinic UCC: 6 1X: 1
6M: 1

Skilled Nursing Facility 4A: 3

Additional Areas Preop: 1
Bldg 25 Lobby: 5
7B: 1
Cafeteria: 1

*Outside of the hospital and Psychiatric units, aside from H32, are not covered for BERT activations. BERT support was provided per the department's and/or AOD's request

PATIENT DEMOGRAPHICS

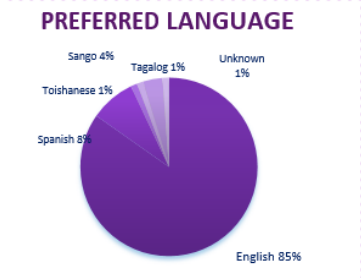


* Unknown refers to BERT Activations/Calls involving visitors

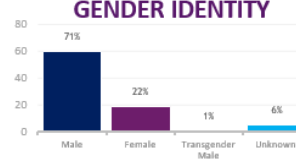
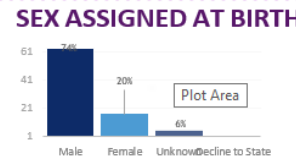


BERT Response WITHOUT Law Enforcement Present (70 of 85 Calls/Activations)

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



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



Education & Trainings



May Monthly Safety Tip Topic: Person-Centered Care

BERT MAY 2024 REPORT

For further information about BERT, please contact:
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