

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team

JUNE 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

June **86** Cumulative* **549**

*Cumulative counts are data since January 2024

Three Criteria for a Successful Intervention:

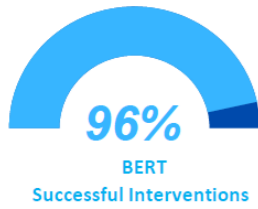
- Patient/visitor remained safe of injury
- Staff remained safe of injury
- BERT performed an intervention that:
 - de-escalated the challenging behavior/behavioral emergency **OR**
 - did not escalate a challenging behavior

Show of Support

Verbal De-escalation

Verbal Redirection

Develop Safety Plan



EXAMPLE OF A SUCCESSFUL BERT ACTIVATION

BERT was activated for a patient with agitation, posturing at staff and wandering the hallways in an attempt to leave the hospital.

VERBAL DE-ESCALATION and VERBAL REDIRECTION

Upon BERT arrival, the patient was observed sitting in a wheelchair out in the hallway, surrounded by the primary medical team. The patient attempted to stand up, stating, "I'm leaving!" The MD attempted to engage with the patient but the patient was not receptive. The patient continued to exhibit aggressive behavior towards staff, pushing away the walker, posturing, and gesturing with a clenched fist. With multiple promptings and redirection, the patient eventually allowed BERT staff to assist in returning to the room. Active listening was provided to address the patient's concerns and needs. The patient was amenable to taking scheduled medications with snacks. Ultimately, BERT staff assisted the patient back to bed and remained on standby to assist while the primary nurse provided care and completed an EKG. The patient remained in the room with coach for safety.

ROUNDING CONSULTATIONS

June **221** Cumulative* **1437**

*Cumulative counts are data since January 2024

EXAMPLE OF A ROUNDING CONSULTATION

During rounds, the primary nurse informed BERT about a patient on the unit with challenges during medication administration. The patient had recently been transferred from the inpatient psychiatric unit, where there was a history of aggressive and assaultive behavior towards nursing staff and providers. The patient has exhibited signs of paranoia and reluctance to take medications orally, requiring IM injections as a backup. The primary nurse expressed concerns about feeling unsafe during the administration of medications. BERT collaborated with the primary nurse and developed a safety plan to have BERT as standby during medication administration to enhance safety measures.

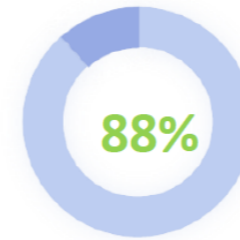
DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

| | | |
|--------|--------|----|
| H22 | H52 | 3 |
| H26 | H54/56 | 10 |
| H32/38 | H62/64 | 10 |
| H34/36 | H66/68 | 21 |
| H42/44 | H76/78 | 6 |

| | | |
|-----------------------------|------------------|-------|
| Outpatient Specialty Clinic | UCC: 6 | 4D: 1 |
| | 6M: 1 | 5A: 1 |
| Skilled Nursing Facility | 4A: 3 | |
| Additional Areas | PACU: 1 | |
| | Bldg 5 Lobby: 1 | |
| | Bldg 25 Lobby: 5 | |

*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

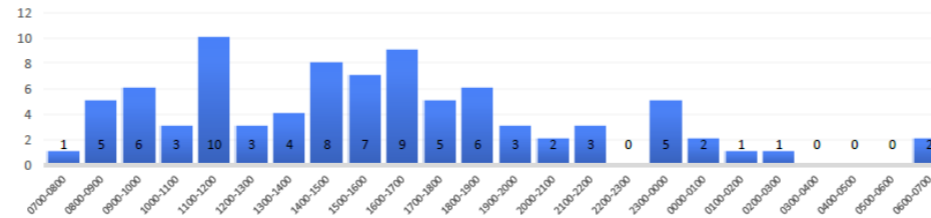


BERT Response WITHOUT Law Enforcement Present (%)
(76 of 86 Calls/Activations)

*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

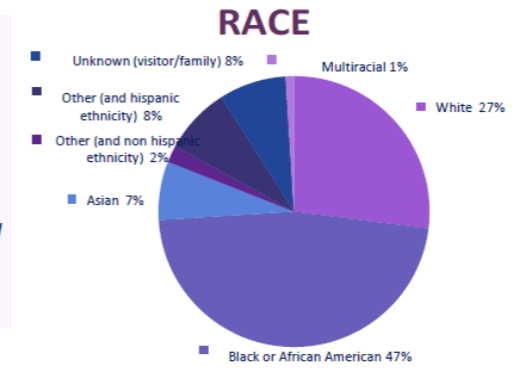
TIME

BERT ACTIVATIONS/CALLS



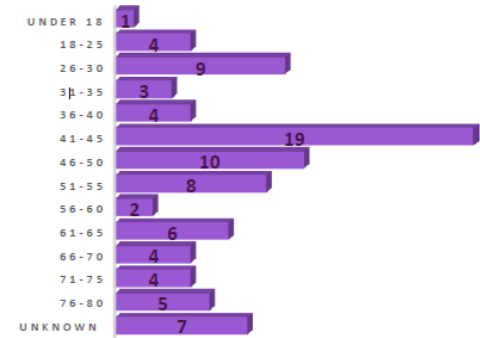
PATIENT DEMOGRAPHICS

BERT ACTIVATIONS/CALLS



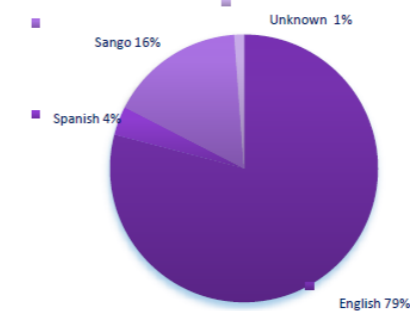
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



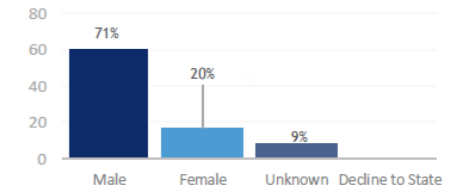
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PREFERRED LANGUAGE

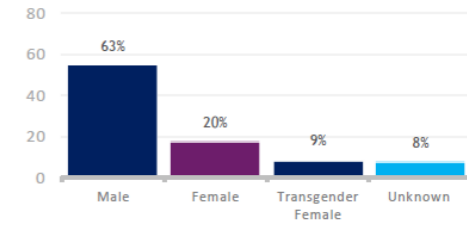


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



Education & Trainings

June Monthly Safety Tip Topic:
Respect Personal Space

BERT

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For further information about BERT, please contact:

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