

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Emergency Department Team

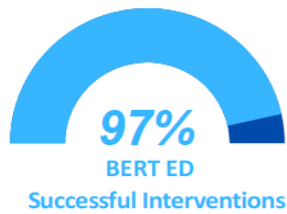
### JUNE 2024 REPORT

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. 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



\*Cumulative counts are data since January 2024



**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

Escort Patient to PES (Warm Handoff)

Verbal Redirection

Active Listening

Build Therapeutic Rapport

### EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

ASSIST WITH INTAKE OF BX CHALLENGING PATIENT and ASSIST ED STAFF WITH EMERGENT MEDICATIONS

A patient was agitated and paranoid, yelling, screaming, and refusing all assessments upon arrival to the Emergency Department. The patient refused to change clothing initially, requesting for "a shot!" The patient exhibited poor insight and judgement with limited behavioral control as the patient was observed holding fists against their face and repeating non-linear statements. BERT staff engaged with the patient, provided assistance with care and stood by for safety while ED staff administered emergent IM medications without incident. The patient later allowed for clothing change and accepted oral medications.

### EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

A BERT staff was informed by an ED staff of a behaviorally challenging patient on a 5150 hold in the RESUS area. The patient was observed yelling profanity at ED staff, demanding food and a change of clothes, and making threats towards staff. The patient was informed by the primary nurse that food was not possible at this time due to medical concerns. BERT staff engaged with the patient and provided a pair of pants per request, but the patient was not receptive. The patient stood up and postured towards staff. BERT staff remained on standby while the ED staff administered emergent IM medications. The patient verbalized wanting to leave and promptly walked out of the Emergency Department through the ambulance bay. BERT and multiple ED staff members attempted to follow and verbally redirect the patient, but the patient continued to walk away from the hospital. The patient was later brought back to the hospital on a medic gurney with the assist of SFFD medics and subsequently placed in 4-point restraints for safety.

## BERT ED INTERVENTIONS

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



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



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

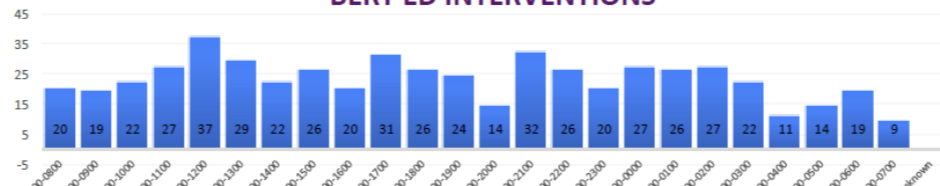
### Involvement in Code 50s

\*BERT documented support for 20 documented Code 50s

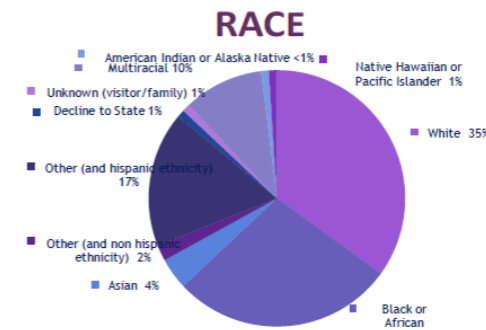
\*Counts do not include escorts for patients on legal holds or interventions with incomplete documentation to evaluate this criteria

## TIME

### BERT ED INTERVENTIONS

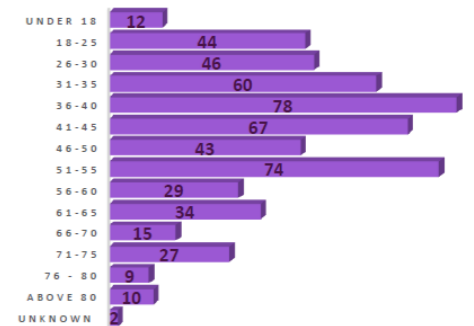


## PATIENT DEMOGRAPHICS BERT ED INTERVENTIONS



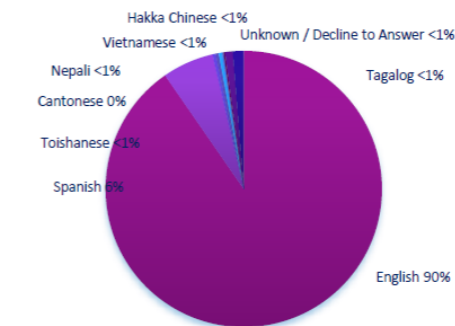
\*Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

### AGE



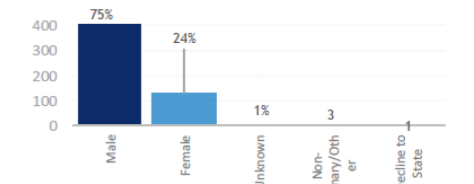
\*Unknown refers to BERT interventions involving visitors

### PREFERRED LANGUAGE

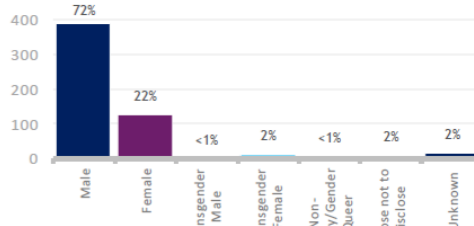


\*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

### SEX ASSIGNED AT BIRTH



### GENDER IDENTITY



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



**June Monthly Safety Tip Topic:**  
Respect Personal Space

## BERT ED JUNE 2024 REPORT

For further information about BERT, please contact:

Joan Torres, RN, MSN, MBA, CNL  
BERT Nurse Manager  
joanpauline.torres@sfdph.org