

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Rounding Responder Team AUGUST 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

August **89** Cumulative\* **736**

\*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
  - did not escalate a challenging behavior

Show of Support

Verbal Redirection

Develop Safety Plan

Verbal De-escalation



#### EXAMPLE OF A SUCCESSFUL BERT ACTIVATION

BERT was activated for a patient exhibiting agitation and threatening behavior towards the primary RN and the charge nurse (CN) after receiving pain medications 15 minutes past due. **VERBAL REDIRECTION, VERBAL DE-ESCALATION, and LIMIT SETTING**  
The CN informed BERT staff that the patient in custody had increasingly directed threats towards the primary RN, stating the RN will be "dealt with" once the patient is discharged. The CN attempted to speak with the patient but was also threatening towards the CN. Upon BERT arrival, the patient was observed to be speaking with the sheriff officer. When BERT staff engaged with the patient, the patient reiterated his concern about receiving pain medications 15 mins later than scheduled and expressed feelings of discrimination. BERT staff clarified the medication administration time frame and established boundaries regarding the patient's inappropriate behavior of yelling and threatening the nurses on the unit. BERT also informed the patient that he may speak with patient experience to file a grievance regarding his treatment and reminded the patient to be respectful towards the nursing staff. The patient acknowledged his understanding.



August **241** Cumulative\* **1922**

\*Cumulative counts are data since January 2024

#### EXAMPLE OF A ROUNDING CONSULTATION

During rounds, a charge nurse informed BERT about a patient with history of unpredictable and assaultive behavior towards staff. The patient has exhibited behavioral outbursts and agitation, particularly during medication administration as evidenced by biting, yelling, and shoving staff. BERT discussed safety measures and developed a safety plan to contact BERT for additional support during medication administration and nursing care to maintain safety and prevent staff injuries. The patient responded more positively to care when multiple staff members were present as show of support.

### DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

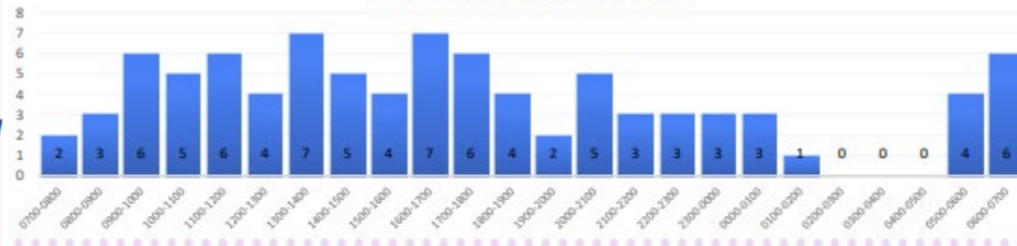
H24/25	1	H54/56	10
H32/38	9	H58	3
H34/36	2	H62/64	6
H42/44	12	H66/68	15
H52	1	H76/78	14

Outpatient Specialty Clinic UCC: 6  
SR: 1  
Skilled Nursing Facility 4A:  
Additional Areas PACU: 1  
ED Triage: 1  
Bldg 25 Lobby: 7

\*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

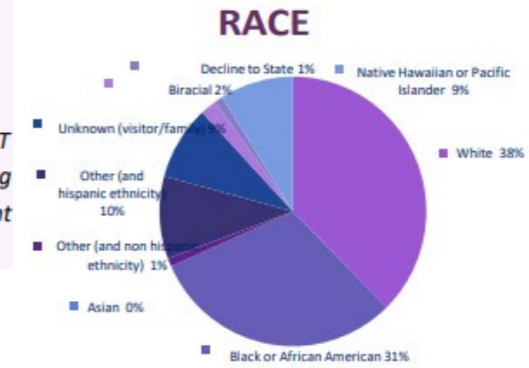
### TIME

BERT ACTIVATIONS/CALLS



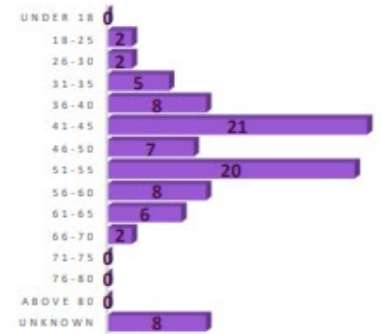
### PATIENT DEMOGRAPHICS

BERT ACTIVATIONS/CALLS



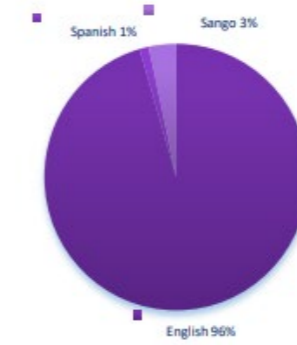
Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

### AGE



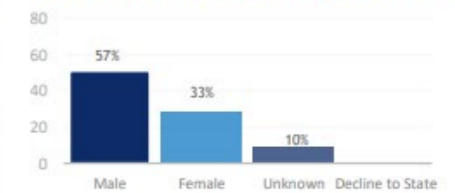
\*Unknown refers to BERT Activations/Calls involving visitors

### PREFERRED LANGUAGE

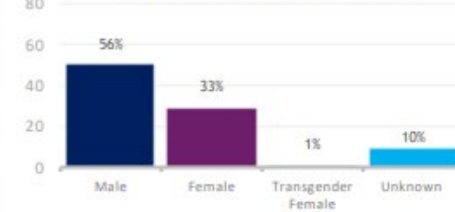


\*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

### SEX ASSIGNED AT BIRTH



### GENDER IDENTITY



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



### Education & Trainings

August Monthly Safety Tip Topic:  
Ignore Challenging Questions

### BERT AUGUST 2024 REPORT

For further information about BERT, please contact:

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