

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Emergency Department 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. 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

BERT ED INTERVENTIONS

August **595** Cumulative* **4616**

*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

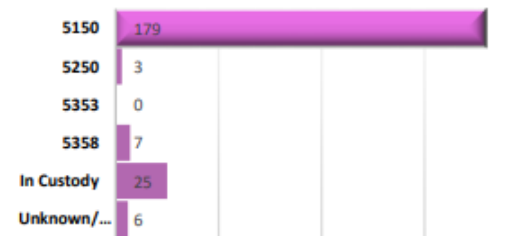
Build Therapeutic Rapport

EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

A patient on NPO status requested a sandwich and became agitated when the primary nurse educated the patient on the necessity of remaining NPO. The patient threw a urinal at the nurse and began shouting profanities at the nursing staff. BERT staff engaged with the patient and attempted to verbally redirect as the patient tried to get out of bed while yelling. The patient was not receptive to redirection, and remained threatening. The primary team ordered a Posey vest for safety. The patient became further agitated during the placement of the Posey vest and postured to hit the medical emergency assistants. A Code 50 was activated and four-point restraints were ordered. Deputy support arrived for additional support. While the restraints were being secured, the patient removed the spit mask and spat in the face of the ED nurse during the application of the restraints.

BERT ED INTERVENTIONS

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

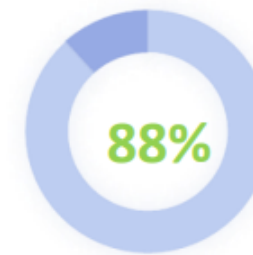


Patient Legal Hold/Status
(documented events)

20

Involvement in Code 50s

*BERT documented support for 20 documented Code 50s

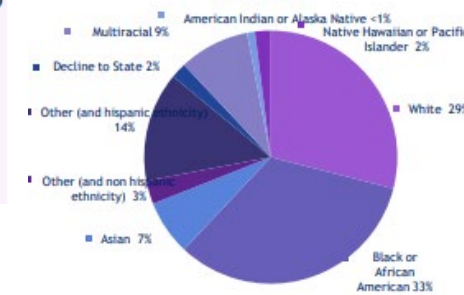


BERT ED Interventions WITHOUT Law Enforcement Present (%)

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

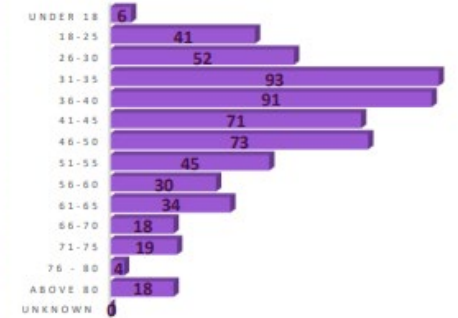
PATIENT DEMOGRAPHICS BERT ED INTERVENTIONS

RACE



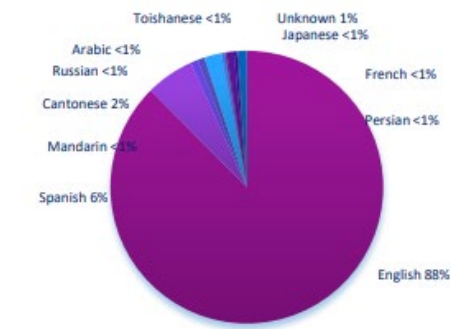
*Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



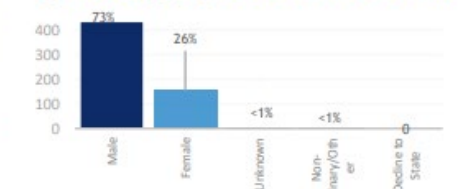
*Unknown refers to BERT interventions involving visitors

PREFERRED LANGUAGE

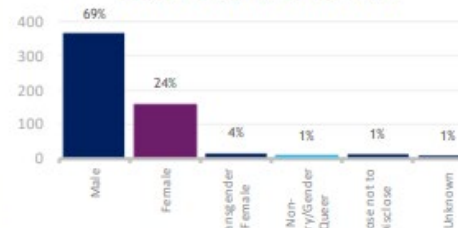


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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

TIME

BERT ED INTERVENTIONS



August Monthly Safety Tip Topic:
Ignore Challenging Questions

BERT ED

August 2024 REPORT

For further information about BERT, please contact:

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EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

ACTIVE LISTENING AND VERBAL REDIRECTION

A Code 50 was initiated for a patient who self-removed medical equipment and attempted to crawl out of bed over the side rails. The patient was agitated regarding the cost of hospital treatment and the potential consequences for his employment. The patient attempted to leave but was redirected back to the room by the MD and the ED staff. However, the patient remained agitated, refusing treatment and insisting on leaving. The patient then began to dress himself in an effort to leave again. BERT staff and ED RN verbally redirected the patient and actively listened to the patient's concerns. After multiple prompting and encouragement, the patient ultimately agreed to proceed with the CT scan and became more cooperative with care.