

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team SEPTEMBER 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

September **81** Cumulative **817**

*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 who exhibited agitation after colostomy contents spilled onto the patient's bed and arm.

VERBAL REDIRECTION, VERBAL DE-ESCALATION, and SHOW OF SUPPORT

Upon BERT arrival, the patient was observed yelling profanities and being verbally abusive towards the charge nurse (CN) and primary RN. The patient was fixated on the fecal contents that had spilled onto his bed, hands, and arms. The CN and primary team attempted to assist with cleaning the patient up; however, he screamed at the staff to leave when the CN applied a new colostomy bag. BERT staff assisted in cleaning the patient, but the patient continued to scream, demanded to be transferred to a wheelchair to leave the hospital. The CN returned to room with the primary team on the speaker phone to discuss the plan of care with the patient. The primary team concluded that a higher dosage of the patient's mood stabilizer would be offered to address his agitation. After speaking with the primary team, the patient was able to regain behavioral control and allowed BERT staff to complete the cleaning. BERT staff provided active listening, attended to patient's needs and established limits, instructing the patient not to yell or scream at the nursing staff.

ROUNDED CONSULTATIONS

September **205** Cumulative* **2127**

*Cumulative counts are data since January 2024

EXAMPLE OF A ROUNDING CONSULTATION

During rounds, a charge nurse informed BERT regarding a newly transferred patient with severe cognitive impairment and a history of multiple BERT activations. BERT discussed the patient's previous behaviors, including agitation and a high risk for AWOL, and the need for frequent redirection. BERT recommended to room the patient close to the nurses' station for close monitoring with the patient's first name displayed for easier identification for the patient. BERT discussed the patient's frustrations noted during prior activations and diversionary activities to engage the patient while awaiting a safe disposition.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

H24/26	2	H54/56	8
H32/38	4	H58	2
H34/36	3	H62/64	16
H42/44	7	H66/68	8
H52	1	H76/78	5

Outpatient Specialty Clinic	UCC: 8	4C: 1
	UCC Lobby: 2	4D: 1
	1M: 3	5M: 1
Additional Areas	Café: 1	Outpt Rx: 2
	Bldg 25 Lobby: 5	Bldg 5 Lobby: 1

*Outside of the hospital and Psychiatric units, aside from HS2, are not covered for BERT activations. BERT support was provided per the department's and/or ADD's request

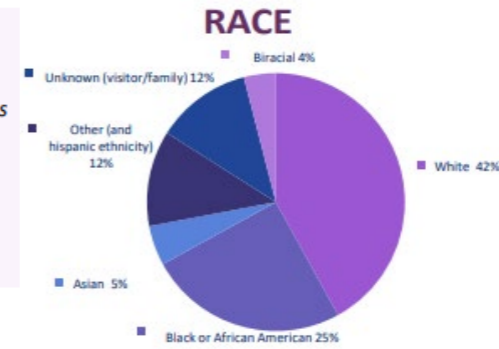
TIME

BERT ACTIVATIONS/CALLS



PATIENT DEMOGRAPHICS

BERT ACTIVATIONS/CALLS

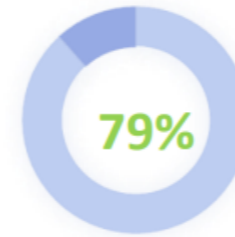


Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.

AGE



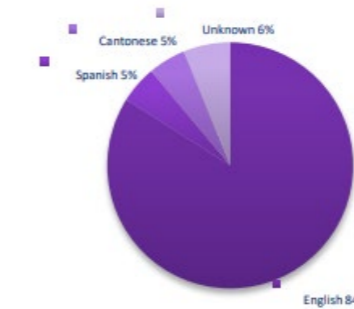
* Unknown refers to BERT Activations/Calls involving visitors



BERT Response WITHOUT Law Enforcement Present (%)
(64 of 81 Calls/Activations)

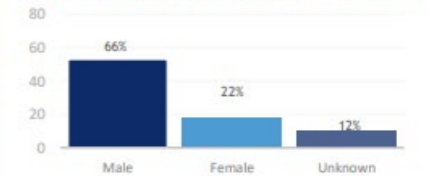
*Counts with law enforcement present include patients in custody/civil detention and calls requiring a deputy present such as escorts for patients on legal holds

PREFERRED LANGUAGE

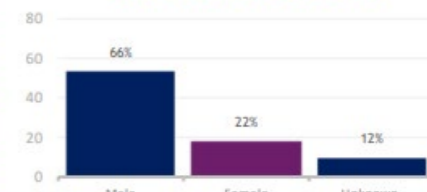


*BERT currently has staff certified as proficient in Cantonese, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



Education & Trainings

September Monthly Safety Tip Topic:
Choose Wisely What You Insist Upon

BERT

SEPTEMBER 2024 REPORT

For further information about BERT, please contact:

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