

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Emergency Department 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. The BERT ED Team are BERT staff reporting to the Department of Psychiatry and are stationed in the Emergency Department for immediate support.

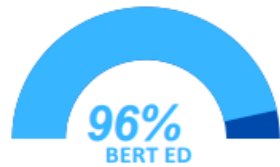
KEY PERFORMANCE INDICATORS



BERT ED INTERVENTIONS

September **535** Cumulative* **5151**

*Cumulative counts are data since January 2024



96% BERT ED Successful Interventions

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

ACTIVE LISTENING AND VERBAL REDIRECTION

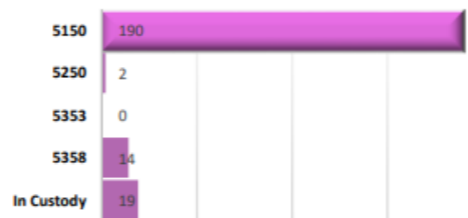
An agitated patient was observed yelling "Nurse! Nurse!" while striking a cane against a chair. The patient was upset about being discharged with only a bus token and expressed dissatisfaction with the care received. BERT staff acknowledged the patient's frustrations and provided active listening. The patient expressed difficulty with ambulation to the bus stop. The primary team informed the patient that a taxi voucher was not available at the time; however, the team was consulting with a social worker to evaluate a new discharge plan. BERT remained at the bedside and continued to engage with the patient. The patient was provided with snacks per request and assisted in contacting his Primary Care Provider. The patient was eventually provided with a wheelchair and a taxi voucher. BERT staff assisted the primary nurse in dressing the patient and escorting him out to the roundabout for the taxi. The patient remained cooperative through the process and no further agitation was noted.

EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

A patient on a legal hold, without a safe discharge disposition, was observed arguing with a family member and became upset, storming out of Pod A down the EMS hallway. Code 50 was activated. ED staff, MD, BERT, and SFSO made multiple attempts to redirect the patient back into the room. The patient exclaimed, "You can't hold me against my will! I'm going to sue all of you!" With prompting and redirection, the patient agreed to get on the wheelchair to be escorted back to the room. Upon returning, the patient powered up his electric wheelchair and attempted to drive out towards the ambulance bay. The patient postured towards staff and made verbal threats to harm staff if anyone tries to stop him from leaving. Subsequently, the patient was restrained to a gurney for safe relocation back to the room and emergent medications were administered.

BERT ED INTERVENTIONS

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

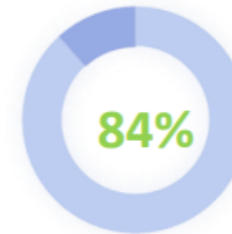


Patient Legal Hold/Status (documented events)

21

Involvement in Code 50s

*BERT documented support for 20 documented Code 50s



BERT ED Interventions WITHOUT Law Enforcement Present (%)

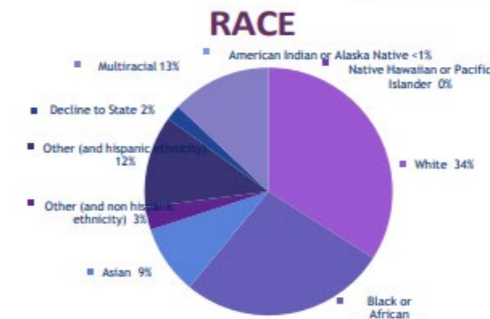
*Counts do not include escorts for patients on legal holds or interventions with incomplete documentation to evaluate this criteria

TIME

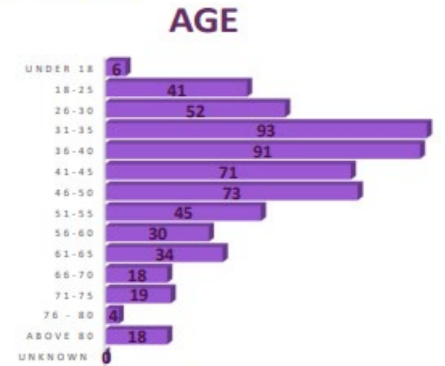
BERT ED INTERVENTIONS



PATIENT DEMOGRAPHICS BERT ED INTERVENTIONS

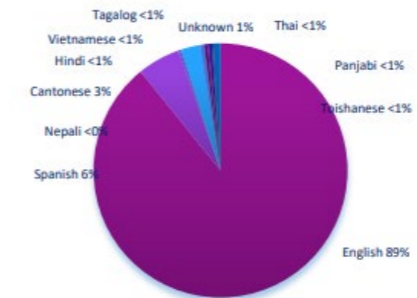


*Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.



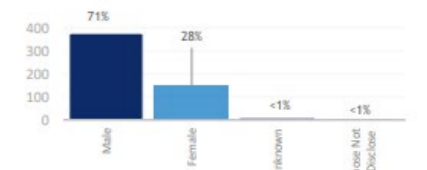
* Unknown refers to BERT interventions involving visitors

PREFERRED LANGUAGE

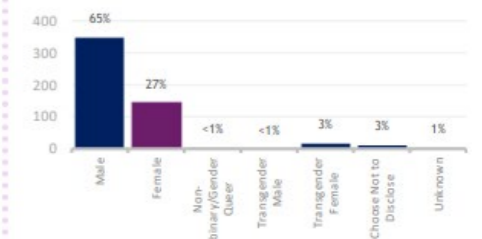


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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

BERT ED

September 2024 REPORT

For further information about BERT, please contact:

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