

# BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

## Emergency Department Team

### OCTOBER 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



October **589** Cumulative\* **5740**

\*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

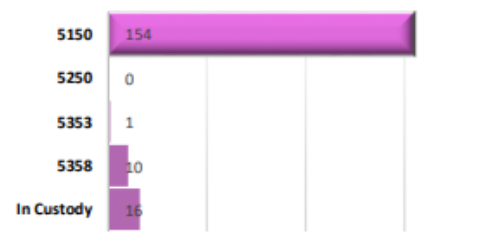
Build Therapeutic Rapport

#### EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

A patient presented to the Emergency Department (ED) triage brought in by their mother for a psychiatric evaluation. The patient refused to enter the ED and ran outside towards the Pride Hall. BERT staff, ED triage staff, charge nurse and PES MD found the patient sitting in the shade, where the patient was observed to be internally preoccupied, screaming, yelling, and making nonsensical, persecutory statements directed at the mother. The patient was not responsive to extensive verbal redirection and offers of food from the ED and BERT staff. Despite significant support from the ED and BERT staff, and getting fast-tracked for PES, the patient urgently left the plaza with poor insight and judgment and no apparent rationale for refusing care. SFSO was called and a missing person report was subsequently filed.

## BERT ED INTERVENTIONS

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

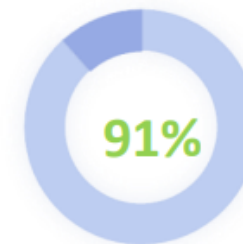


**Patient Legal Hold/Status**  
(documented events)

**17**

**Involvement in Code 50s**

\*BERT documented support for 20 documented Code 50s

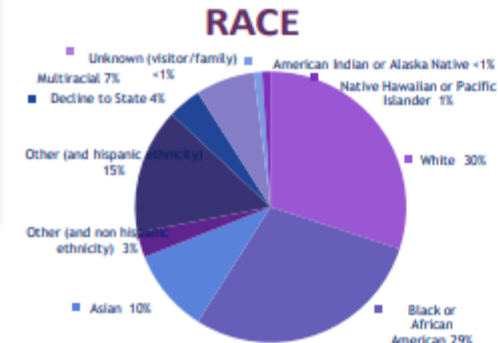


**BERT ED Interventions WITHOUT Law Enforcement Present (%)**

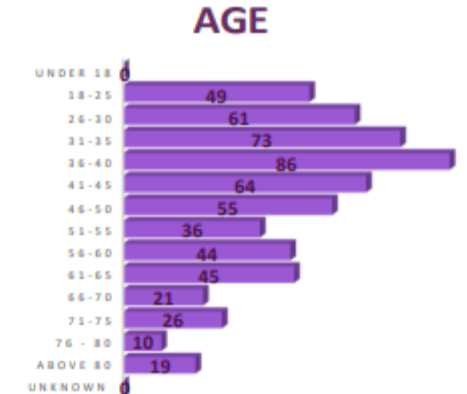
\*Counts do not include escorts for patients on legal holds or interventions with incomplete documentation to evaluate this criteria

## PATIENT DEMOGRAPHICS

### BERT ED INTERVENTIONS

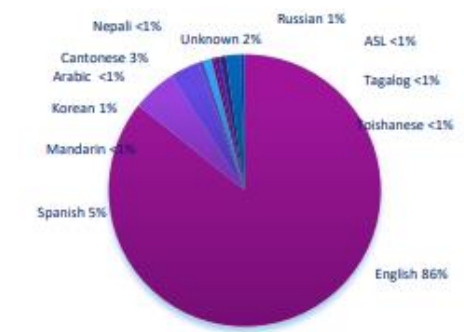


\*Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, White. Unknown refers to BERT Activations/Calls involving visitors.



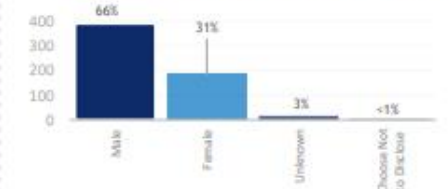
\* Unknown refers to BERT interventions involving visitors

### PREFERRED LANGUAGE

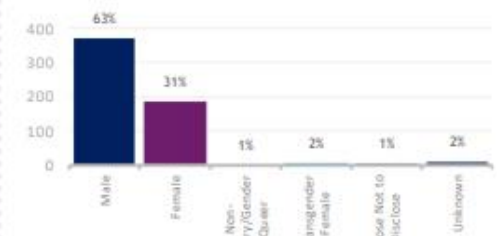


\*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese and Burmese and has members that can communicate in Spanish and Tagalog

### SEX ASSIGNED AT BIRTH



### GENDER IDENTITY



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

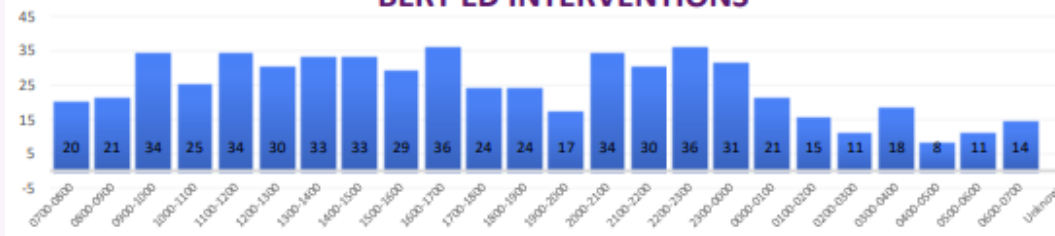
#### EXAMPLE OF A SUCCESSFUL BERT ED INTERVENTION

##### VERBAL REDIRECTION AND ESCORT TO PES

A patient on a 5150 hold became agitated prior to transfer to Psychiatric Emergency Services (PES). The patient came out of the room, began yelling and arguing with the psychiatrist and the primary nurse regarding the 5150 hold. The patient demanded to see the 5150 paperwork and perseverated about his housing issues. The patient was informed that a social worker would be available to assist with housing needs. However, the patient continued to be hyper-verbal with pressured speech and refused to return to the room for transfer to PES. With verbal redirection from BERT and ED staff, along with show of support from SFSO, the patient eventually agreed to receive additional IV medications for agitation. The patient was subsequently escorted to PES by BERT and 3 deputies, and was able to rest quietly on the gurney during transport. No further behavioral issues or agitation noted.

## TIME

### BERT ED INTERVENTIONS



**October Monthly Safety Tip Topic:**  
Choose Wisely What You Insist Upon (Continued)

**BERT ED**  
October 2024 REPORT

For further information about BERT, please contact:

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