

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT)

Rounding Responder Team MARCH 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 are available on SharePoint



ROUNDING CONSULTATIONS

March **286** Cumulative* **752**

*Cumulative counts are data since January 2024

EXAMPLE OF A ROUNDING CONSULTATION

During rounds, nursing staff informed BERT about their plans to inform a patient about Child Protective Services (CPS) involvement in their care. Per the primary team, the patient has a history of domestic violence and there were concerns regarding the safety of the patient's child. BERT met with the primary team to review safety measures, particularly around visitation. This included coordinating with the AOD and Front Desk staff at the hospital entrance to develop a clear plan regarding visitation expectations. The primary team was made aware to contact BERT for additional support when CPS arrived and for any concerns during visitation.

DEPARTMENT/LOCATIONS

BERT ACTIVATIONS/CALLS

| | | | |
|--------|----|--------|----|
| H22/25 | 2 | H52 | |
| H24 | 1 | H54/56 | 13 |
| H26 | | H58 | 4 |
| H32/38 | 4 | H62/64 | 3 |
| H34/36 | 5 | H66/68 | 10 |
| H42/44 | 14 | H76/78 | 11 |
| H46/48 | 3 | 4A | 10 |

Outpatient Specialty Clinics
UCC: 7
4D: 1
4M: 2

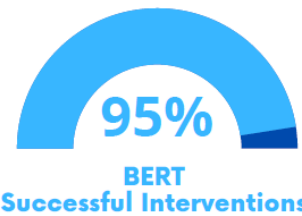
Additional Areas
Preop: 1
Cafeteria: 3
B25 Lobby: 8

KEY PERFORMANCE INDICATORS

BERT ACTIVATIONS/CALLS

March **102** Cumulative **293**

*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:
 - a. de-escalated the challenging behavior/behavioral emergency OR
 - b. did not escalate a challenging behavior

Show of Support

Verbal Redirection

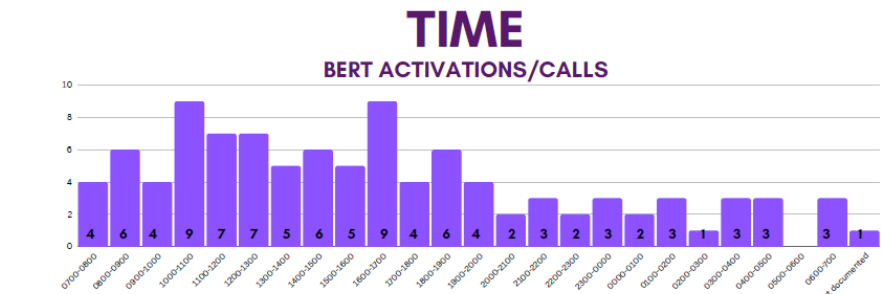
Verbal De-Escalation

EXAMPLE OF A SUCCESSFUL BERT ACTIVATION

BERT was activated for a visitor yelling in the main entrance of the lobby.

VERBAL REDIRECTION AND VERBAL DE-ESCALATION

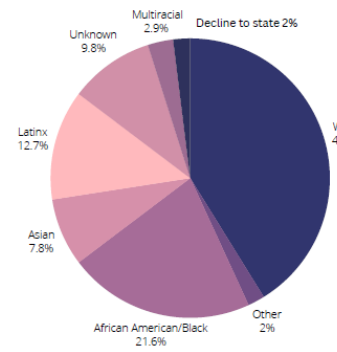
When BERT arrived, the visitor was yelling in the lobby and not following redirection from the information desk staff. BERT staff re-directed the visitor to the side to a more quiet space to speak to and address the visitor's needs. The visitor was very upset, but agreed to engage with BERT. The visitor was seeking information about medical records and BERT staff walked the patient to the Medical Records Department. Unfortunately, Medical Records was closed, but the visitor continued to engage with BERT. They calmly agreed to return during business hours and also expressed interest in non-urgent supportive services. The visitor self-presented to Hummingbird Place Program.



PATIENT DEMOGRAPHICS

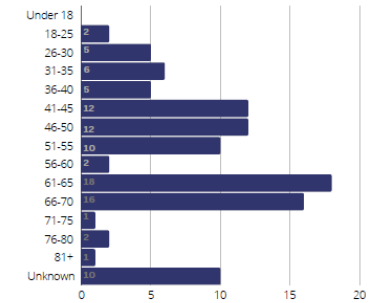
BERT ACTIVATIONS/CALLS

RACE/ETHNICITY



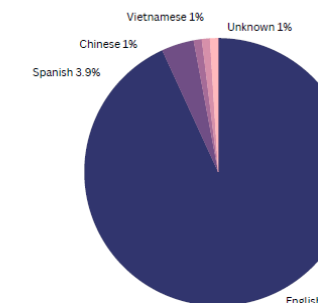
*EPIC options for race: American Indian or Alaska Native, Asian, Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, and White. EPIC options for ethnicity: Not Hispanic, Latino/a, or Spanish origin OR Hispanic, Latino/a, or Spanish origin. Latinx: race documented as other and ethnicity documented as Hispanic, Latino/a, or

AGE



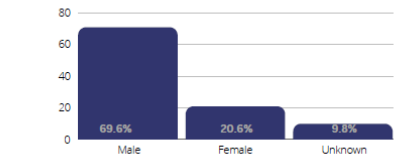
*Unknown refers to BERT Activations/Calls involving visitors

PREFERRED LANGUAGE

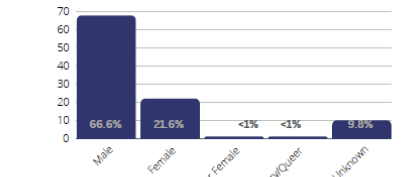


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese, and Burmese and has members that can communicate in Spanish, and Tagalog

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



Education & Trainings

March Monthly Safety Tip Topic:
Limit Setting

BERT
MARCH 2024 REPORT

For further information about BERT, please contact:
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