

BEHAVIORAL EMERGENCY RESPONSE TEAM (BERT):

Emergency Department 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. 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



March **547** Cumulative* **1,678**

*Cumulative counts are data since January 2024



BERT ED Successful Interventions

(510/529 of interventions with complete documentation to evaluate the criteria of interventions with complete documentation to evaluate the criteria below)

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

Verbal De-Escalation

Assist Behaviorally Challenging Patient with Activities of Daily Living

EXAMPLE OF AN UNSUCCESSFUL BERT ED INTERVENTION

ED staff informed BERT about a patient in another area of the ED that was agitated as evidenced by intermittently yelling and running around the ED. Upon arrival, BERT observed the patient in bed, speaking to the MD. The MD was offering treatment and requested that the patient remain in bed. BERT then engaged with the patient. Patient was initially calm, cooperative, and remained in bed. While engaging with the patient, the patient became increasingly agitated and mentioned that they had facial pain. They began pacing in the hallway. BERT and ED staff attempted to redirect the patient to their bed, but the patient was not receptive to the redirection. Patient demanded help for their facial pain and staff attempted to educate the patient regarding time of effect for pain medication. The patient was not receptive to the education. Patient began banging their fist on the wall, became tearful, and was intermittently yelling. BERT continued to attempt to engage with the patient and provide coping mechanisms options; however, BERT escalated the patient further. The primary RN and MD returned to reassess the patient. Patient declined to engage with the MD and stated "I'm going to another hospital." The patient left the ED against medical advice. BERT was not successful in de-escalating the situation.

BERT ED INTERVENTIONS

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

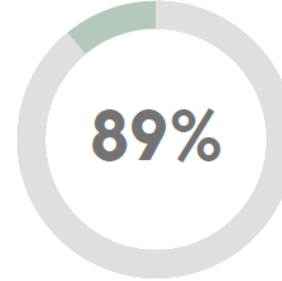


Patient Legal Hold/Status
(documented events)

18

Involvement in Code 50s

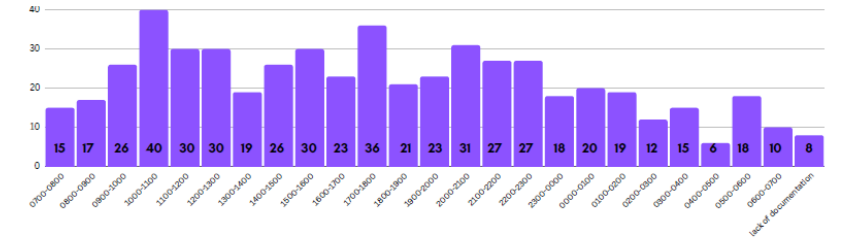
*BERT documented support for 18 documented Code 50s



BERT ED Interventions WITHOUT Law Enforcement Present (%)

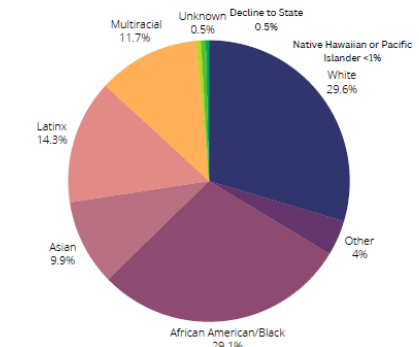
Counts do not include escorts for patients on legal holds or interventions with incomplete documentation to evaluate this criteria

TIME BERT ED INTERVENTIONS



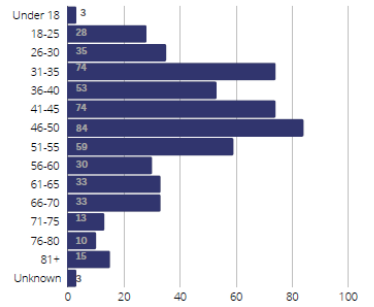
PATIENT DEMOGRAPHICS BERT ED INTERVENTIONS

RACE/ETHNICITY



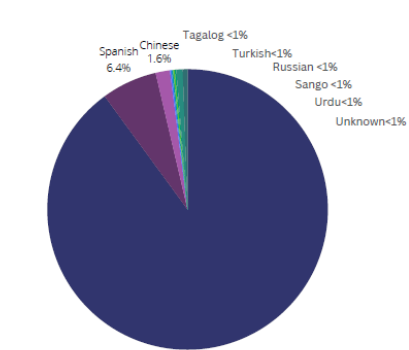
*EPIC options for race: American Indian or Alaska Native, Asian, Black or African American, Decline to State, Native Hawaiian or Pacific Islander, Other, and White. EPIC options for ethnicity: Not Hispanic, Latino/a, or Spanish origin OR Hispanic, Latino/a, or Spanish origin. Latinx: race documented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

AGE



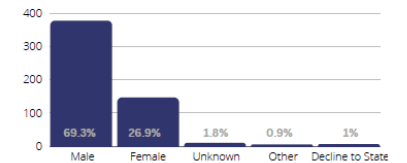
*Unknown refers to BERT interventions involving visitors

PREFERRED LANGUAGE

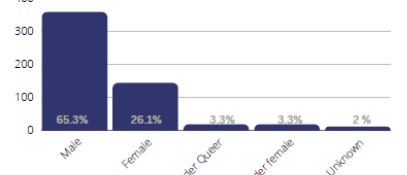


*BERT currently has staff certified as proficient in Cantonese, Mandarin, Vietnamese, and Burmese and has members that can communicate in Spanish, and Tagalog.

SEX ASSIGNED AT BIRTH



GENDER IDENTITY



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



March Monthly Safety Tip Topic: Limit Setting

BERT ED March 2024 REPORT

For further information about BERT, please contact:
 Juan Torres, RN, MSN, MBA, CNL
 BERT Nurse Manager
 joan@zsfhs.org

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