



To our Vistelar Colleagues,

It's a pleasure to write to you; my name is Dalton Meister, and I am writing to you on behalf of the Children's Nebraska Behavioral Escalation Response Team (BERT) to talk about our first year of BERT. Vistelar's BERT training has been a helpful component in the rapid response clinical service we've developed at Children's, which is a multi-tiered evidence-based trauma-informed service, responsive to the emotional dysregulation and behavior escalation that can be experienced during hospitalization.

It's hard to believe we've already had BERT for a year at Children's Nebraska. Whether we've responded to activations, led training, supported our peers, collaborated to bring BERT to a new area, or worked alongside the team in moments of need, we've been able to create something that not only has, but will continue to have a lasting impact on the care we provide for children and families.

Over the past year, BERT has grown into a trusted support across our Emergency Department, inpatient units, ICUs, and cardiac care contexts. What started as a concept is now a fully functioning service that operates across a prevention to response continuum, fully grounded in our values and designed to enhance the safety and well-being of patients and team members alike.

Thanks to collaboration, as well as the work of our dedicated team, we've seen an incredible commitment to care in the areas BERT serves in the first year alone. BERT has:

- Implemented BERT in the ED, PICU, CICU, CCU, MS2, MS4, MS5, 5HO, and MS6 contexts.
- Trained **66 Vistelar-trained BERT responders**, trained by our in-house BERT Trainers.
- Trained Child Life, Spiritual Care, and Social Work team members as alternative responders (with providers also available to provide emotional support to patients, caregivers, and teams as needed).
- Responded to 186 BERT activations: **102 STAT activations (54.8%)** and **84 Huddle activations (45.2%)**, respectively.
- Implemented a BERT consultation service, which has already provided **80+ BERT consultations**.

And the outcomes speak for themselves. In the last year, BERT has contributed to:

- A **100% decrease** in Days Away Restricted or Transferred Patient Behavioral Events (DART-PBE) employee injuries in BERT areas.
- A **40.7% decrease** in the average duration of violent restraints (compared to the previous year), with **less than 30%** of BERT activations necessitating physical stabilization (restraint).
- In BERT areas, team members (**5.4% increase**) and providers (**14.8% increase**) report an increased belief that Children's takes employees safety seriously (including workplace violence, harassment, bullying, security, etc.; compared to the previous year) on our employee engagement survey.

Thank you. Your support continues to help us to provide the very best care at Children's Nebraska.

With appreciation,

Dalton Meister

Program Manager

Safety and Well-being Program

Children's Nebraska