

**PsySTARTDisaster Mental Health Triage Systems**  
**Concept of Operations (CONOPS) Toolkit for the**  
**Los Angeles County Emergency Medical Services Agency**

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Sandra Stark Shields, LMFT, ATR-BC, CTS

Sr. Disaster Services Analyst

Los Angeles County Department of Health Services

Emergency Medical Services Agency

Merritt Schreiber, Ph.D.

Associate Professor of Emergency Medicine

Center for Disaster Medical Sciences/ UC Irvine School of Medicine

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CENTER FOR DISASTER MEDICAL SCIENCES  
UNIVERSITY of CALIFORNIA, IRVINE • SCHOOL OF MEDICINE



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**Attachment 6 -** *PsySTART Staff Self Triage System Leader Summary Form*

**Attachment 7 -** *HICS- Employee Health & Well-Being Unit Leader with PsySTART Staff Triage Component*

**Attachment 8-***Building Your Responder Personal Resilience Plan™. Anticipate, Plan, Deter - Maximizing Resilience for Healthcare Workers (brochure)*

**Attachment 9-***Listen, Protect and Connect: Family to Family, Neighbor to Neighbor to Neighbor-Psychological First Aid (PFA) for the Community Helping Each Other (brochure)*

**Attachment 10 -** *PsySTART Disaster Mental Health Triage Systems Table Top Exercise Guidebook for Hospitals and Community Clinic*



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**Attachment 11-** *Directions for signing on to PsySTART Application.*

## **Introduction – How To Use This Document**

The purpose of this PsySTART Concept of Operations (CONOPS)<sup>1</sup> is to help hospitals and clinics in Los Angeles County fully implement the *PsySTART™ Disaster Mental Health Triage System* as well as the *PsySTART Staff Self-Assessment System*. This system was developed to better equip healthcare facilities to manage the psychological consequences of disasters for both patients and for staff. Facilities should follow the steps suggested in each of the three phases of disaster – Preparedness, Response and Recovery to fully implement the recommended action steps.

Each set of key actions has a checkbox to be selected when each of the subordinate action items have been completed. When all actions have been checked, the facility has fully implemented this CONOPS. Where key actions have not been checked, this highlights those areas that still require attention in order to maximize facility preparedness and response to the significant psychological consequences of disaster and mass casualty incidents on patients and staff. Community Clinics should follow the same CONOPS procedures.

If you require further assistance to implement this tool, please contact:

Sandra Stark Shields, LMFT, CTS

Sr. Disaster Services Analyst

Los Angeles County DHS, Emergency Medical Services Agency

10100 Pioneer Blvd, Suite 200

Santa Fe Springs, CA 90670

(562) 347-1648

[sanshields@dhs.lacounty.gov](mailto:sanshields@dhs.lacounty.gov)

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<sup>1</sup>A Concept of Operations or CONOPS is defined as a system for implementing a concept including stakeholders, methodology, goals, and objectives.



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## Preparedness Phase

### Action steps that healthcare facilities should take:

- ☐ Ensure that the appropriate staff at your facility take the basic training *Preparing Hospitals and Clinics for the Psychological Consequences of Terrorist Incident or other Public Health Emergency*

1. How can my facility access this training?

**Check box  
after each  
item is  
completed.**

- Contact Sandra Shields at the Los Angeles County EMS agency to request this free two (2) hour course.
- Download the “train the trainer” course materials on the EMS Agency website at: <http://ems.dhs.lacounty.gov/Disaster/DisasterTrainingIndex.htm> and teach the class with an Instructor from your facility. *Identify inhouse instructor(s) from your facility. Ask instructor(s) to take the training or contact Sandra Shields and she will mentor instructor(s) to teach the class.*

- ☐ Review the *National Children’s Disaster Mental Health Concept of Operations to obtain strategies to add to your facility disaster response plan to anticipate the needs of children and families with school age children*

1. Download the *National Children’s Disaster Mental Health Concepts of Operations* at: [http://www.cdms.uci.edu/conops\\_final\\_120511.pdf](http://www.cdms.uci.edu/conops_final_120511.pdf)

- ☐ Ensure that the appropriate facility staff takes the training: *PsySTART for Los Angeles County Emergency Medical Services Agency: Hospital Systems of Care.*

- Contact Sandra Shields to request this free one (1) hour course.
  - Access the PsySTART training on line at: [www.cdms.uci.edu/psystart](http://www.cdms.uci.edu/psystart). The user name and password are both: PSYSTART1.
1. Participants will need to print out a copy of the *PsySTART Disaster Mental Health Triage System “Exercise Only”* form to complete the scenarios at the end of this on-line course. (See Attachment 1 below.)
2. Download the “train the trainer” course materials from the EMS Agency website at: (web address pending) and teach the course with an instructor from your facility. *Identify inhouse instructor(s) from your facility. Ask instructor(s) to take the training or contact Sandra Shields and she will mentor instructor(s) to teach the class.* Attachments your facility will need for this course include:



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- **Attachment 1**-*PsySTART Disaster Mental Health Triage System “Exercise Only” form*
  - **Attachment 2**-*HICS- Mental Health Unit Leader with PsyStartTriage Manager Component Job Action Sheet*
  - **Attachment 3**-*HICS – Mental Health Triage (PsySTART) Manager Job Action Sheet*
- ❖ Ensure that all appropriate staff complete training for the *PsySTART for Los Angeles County Emergency Medical Services Agency: Staff Self-Assessment System Training For Providers.*
1. Contact Sandra Shields to request this free one (1) hour course.
  2. Download the “train the trainer” course materials from the EMS Agency website at: (web address pending). *Identify inhouse instructor(s) from your facility. Ask instructor(s) to take the training or contact Sandra Shields and she will mentor instructor(s) to teach the class.* Attachments your facility will also need for this course include:
    - **Attachment 4**-*PsySTART Staff Self Triage System(Single day version)*
    - **Attachment 5**-*PsySTART Staff Self Triage System(Multi-day version)*
    - **Attachment 6**-*PsySTART Staff Self Triage System Leader Summary Form*
    - **Attachment 7** - *HICS- Employee Health & Well-Being Unit Leader with PsySTART Staff Triage Component*
    - **Attachment 8**-*Building Your Responder Personal Resilience Plan™. Anticipate, Plan, Deter - Maximizing Resilience for Healthcare Workers (brochure)*
- ❖ Ensure that all staff at your facility receives the staff resiliency training: *Anticipate, Plan, Deter - Maximizing Resilience for Healthcare Workers. Building Your Responder Personal Resilience Plan.*
1. Contact Sandra Shields and request this free one (1) hour course.
  2. Download the “train the trainer” course materials from the EMS Agency website at: (web address pending). *Identify inhouse instructor(s) from your facility. Ask instructor(s) to take the training or contact Sandra Shields and she will mentor instructor(s) to teach the class.* Attachments your facility will need for this course include:
    - (See Attachment 4)-*PsySTART Staff Self Triage System(Single day version)*
    - (See Attachment 5)-*PsySTART Staff Self Triage System(Multi-day version)*



- (See Attachment 6)-*PsySTART Staff Self Triage System Leader Summary Form*
  - (See Attachment 7)-*HICS- Employee Health & Well-Being Unit Leader with PsySTART Staff Triage Component*
  - (See Attachment 8)-*Building Your Responder Personal Resilience Plan™. Anticipate, Plan, Deter - Maximizing Resilience for Healthcare Workers – (brochure)*
- ❖ Ensure that all staff at your facility is trained to deliver Psychological First Aid using *Listen, Protect and Connect(LPC): Family to Family, Neighbor to Neighbor to Neighbor-Psychological First Aid (PFA) for the Community Helping Each Other.* (County of Los Angeles Department of Public Health)
1. Contact Sandra Shields and request this free one (1) hour course.
  2. Download the “train the trainer” course materials from (web address pending) and teach the course with an instructor from our facility. *Identify inhouse instructor(s) from your facility. Ask instructor(s) to take the training or contact Sandra Shields and she will mentor instructor(s) to teach the class.* Attachments your facility will need for this course include:
    - **Attachment 9**-*Listen, Protect and Connect: Family to Family, Neighbor to Neighbor to Neighbor-Psychological First Aid (PFA) for the Community Helping Each Other(brochure)*
- ❖ Conduct table-top exercise(s) with your facility staff to practice procedures for the PsySTART Disaster Mental Health Triage Systems.The tool you will need to conduct a PsySTART Table Top Exercise is:
- **Attachment 10** - *PsySTART Disaster Mental Health Triage Systems Table Top Exercise Guidebook for Hospitals and Community Clinics*

Use the results of your PsySTART Table Top Exercise(s) to:

1. Develop a “customized” PsySTART CONOPS for your facility.

AND/OR

2. Develop activation plans for both of the PsySTART Disaster Mental Health Triage Systems for your facility. (This means there will be an activation plan for the *PsySTART Disaster Mental Health Triage System* and *PsySTART Staff Self-Assessment System.*)



(Insert your facility PsySTARTDisaster Mental Health Triage Systems CONOPS here.)



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(Insert your facility activation plans for the PsySTARTDisaster Mental Health Triage Systems here.)

## Response Phase – How to Activate PsySTARTDuring a Disaster

### Action steps that healthcare facilities should take:

☐ Activate your facility plans and/or CONOPS for :

1. *PsySTART Disaster Mental Health Triage System*
2. *PsySTARTStaff Self-Assessment System*

☐ Activate the PsySTARTMweb System

How to use thePsySTARTMeb system:

1. **Attachment 11**-*Directions for signing on to PsySTART Application. (For directions for becoming a PsySTART Systems Administrator, please contact Sandra Shields at [sanshields@dhs.lacounty.gov](mailto:sanshields@dhs.lacounty.gov).)*
2. (Reminder – the on line training is available at [www.cdms.uci.edu/psystart](http://www.cdms.uci.edu/psystart). User and password are PSYSTART1)

☐ Complete Immediate Actions (Operational Period 0-2 Hours):

1. (See Attachment2)-*HICS- Mental Health Unit Leader with PsySTARTTriage Manager Component Job Action Sheet*
2. (See Attachment 3)-*HICS – Mental Health Triage (PsySTART) Manager Job Action Sheet*
3. (See Attachment 7)-*HICS- Employee Health & Well-Being Unit Leader with PsySTART Staff Triage Component*

☐ Activate your facility mental health surge resources.

☐ Complete Immediate Actions (Operational Period 2-12 Hours)



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See Job Action Sheets for specific action steps:

1. (See Attachment2)-HICS- *Mental Health Unit Leader with PsyStartTriage Manager Component Job Action Sheet*
2. (See Attachment 3)-HICS – *Mental Health Triage (PsySTART) Manager Job Action Sheet*
3. (See Attachment 7)-HICS- *Employee Health & Well-Being Unit Leader with PsySTART Staff Triage Component*

☐ Complete Extended Actions (Operational Period Beyond 12 Hours)

See Job Action Sheets for Specific Action Steps:

1. (See Attachment2)-HICS- *Mental Health Unit Leader with PsyStartTriage Manager Component Job Action Sheet*
2. (See Attachment 3)-HICS – *Mental Health Triage (PsySTART) Manager Job Action Sheet*
3. (See Attachment 7)-HICS- *Employee Health & Well-Being Unit Leader with PsySTART Staff Triage Component*

## Recovery Phase

**Action steps that healthcare facilities should take:**

☐ Demobilize thePsySTART Disaster Mental Health Triage System as well as the PsySTART Staff Self-Assessment System

☐ Complete Demobilization/System Recovery

See Job Action Sheets for specific action steps:

1. (See Attachment2)-HICS- *Mental Health Unit Leader with PsyStartTriage Manager Component Job Action Sheet*
2. (See Attachment 3)-HICS – *Mental Health Triage (PsySTART) Manager Job Action Sheet*
3. (See Attachment 7)-HICS- *Employee Health & Well-Being Unit Leader with PsySTART Staff Triage Component*



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# Attachments



**Attachment 1-***PsySTART Disaster Mental Health Triage System “Exercise Only” form*

(Insert link from the EMS Agency website-TBD.)

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