



**Health Services**  
LOS ANGELES COUNTY

**Los Angeles County  
Board of Supervisors**

June 9, 2008

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Interim Director

**Robert G. Splawn, M.D.**  
Interim Chief Medical Officer

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D.   
Interim Director

SUBJECT: **REQUEST TO AMEND INFORMATION  
TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDER N7G-0034  
FOR A CONSULTANT TO ASSIST IN THE UNIQUE,  
UNIFIED PERSON IDENTIFIER SYSTEM (U<sup>2</sup>PI) FOR  
THE DEPARTMENT OF HEALTH SERVICES**

This is to notify you of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order N7G-0034 with ACS Healthcare Solutions to extend the Work Order through July 31, 2009 and increase the total maximum cost by \$309,920, from \$961,050 to \$1,270,970. In accordance with ITSSMA guidelines, prior Board notice is required for projects costing over \$300,000.

**BACKGROUND**

Your Board has supported the need for the Department of Health Services (DHS) to have a unique patient identifier across its facilities. Further, the County of Los Angeles Strategic Plan, Goal 7, Strategy 1 calls for DHS to first link patient information across DHS facilities, and then link a unique person identifier across DHS, the Departments of Children and Family Services (DCFS), and Mental Health (DMH).

DHS named their project portion of Goal 7 as the Unique, Unified Person Identifier (U<sup>2</sup>PI) project which was conceived as three phases:

- Phase I: Reduce duplicate medical record numbers in each DHS QuadraMed Affinity System.
- Phase II: Link DHS' QuadraMed Affinity Systems with a common identifier, using QuadraMed's Corporate Master Person Index (CMPI) software application.
- Phase III: Using an Enterprise Master Patient Index (EMPI) system, link DHS' QuadraMed Affinity Systems, and possibly other DHS systems with both the DMH System and the State-controlled DCFS System. This will provide a common unique identifier for County residents receiving services across the three County departments.

313 N. Figueroa Street, Suite 912  
Los Angeles, CA 90012

Tel: (213) 240-8101  
Fax: (213) 481-0503

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The consultant performing this Work Order is the U<sup>2</sup>PI Project Manager. He acts as the single point of contact within DHS for all activities related to this project. During this Amendment's extension period, the consultant will be responsible for completing U<sup>2</sup>PI Phase I. DHS is drawing on the consultant's extensive experience and technical expertise to assist with the planning for future project strategy, technology selection, technical architecture, and procurement and implementation. DHS, DMH and DCFS have collectively provided Goal 7 status reports to the County CEO. As reported to the CEO, U<sup>2</sup>PI Phase I's timeline has slipped from its original target date due to various business challenges at the DHS facilities. U<sup>2</sup>PI Phase I's revised completion date is May 2009, with little project risk. Since this Work Order's initiation, the consultant has successfully completed the following U<sup>2</sup>PI Project tasks:

- Implementation of QuadraMed's MPI Smart Suite of Identity Software (MPIspy, SmartMerge, SmartID and PreciseID), including server hardware and operating software at LAC+USC Medical Center (LAC+USC), Harbor-UCLA Medical Center (Harbor), and Olive View-UCLA Medical Center (Olive View).
- Delivery and installation of server hardware and operating software for implementation of QuadraMed's MPI Smart Suite of Identity Software (MPIspy, SmartMerge, SmartID and PreciseID) at High Desert Health System, Martin Luther King Jr. Multi-Service Ambulatory Care Center, and Rancho Los Amigos National Rehabilitation Center.
- Participated in contract negotiations and finalized County documentation required for your Board's approval of the QuadraMed Amendments. After your Board's approval, finalized server hardware Change Notices for each DHS facility.
- MPI Cleanup project of 25,000 duplicate sets of medical records at Harbor.
- MPI Cleanup project of 16,000 duplicate sets of medical records at Olive View.

This will be the last ITSSMA Work Order extension that DHS will request for this Work Order. This extension request is for one year. The following activities describe events related to this Work Order:

- April 2004, Work Order competitively bid and awarded for \$464,880. Your Board was advised in a memo dated April, 2004 of the proposed actions.
- August 2006, amended to extend the term to March 30, 2007 and increase the dollar amount by \$186,250, for a total maximum dollar amount of \$651,130. Your Board was advised in a memo dated August, 2006.
- March 2007, amended to extend the term to March 30, 2008 and increase the dollar amount by \$309,920, for a total maximum dollar amount of \$961,050. A memo dated March 2007, advised your Board of the proposed action.
- Extend this Work Order in time only through July 31, 2008. No funds were added.

## **JUSTIFICATION**

The Los Angeles County Strategic Plan requires DHS to "develop and implement a system for assigning and tracking a single identifier for clients receiving Health and Mental Health County services." Satisfying this objective requires the acquisition of an Enterprise Master Person Index (EMPI) system, which represents a long-term infrastructure investment. There is no DHS staff available with experience with EMPI systems. This project is currently underway and DHS, as well as DMH and DCFS, require the continued expertise and services of this Consultant to ensure project success.

A dedicated project manager is required during the duration of this U<sup>2</sup>PI Project. During this last ITSSMA Work Order extension, DHS intends to change or restructure project management activities for the U<sup>2</sup>PI project (e.g., establish a Board Services Agreement or identify and commit County personnel). While this occurs, the consultant will continue with completion of U<sup>2</sup>PI Phase I and planning for Phase II project activities, without halting progress on the overall project.

DHS currently does not have available staff with appropriate work experience to perform these U<sup>2</sup>PI project management duties. Without this consultant, the project cannot move forward and meet the established Goal 7 timelines. Current Phase I project activities require management of the project across all DHS facilities to ensure optimum and uniform configuration and implementation of the software tools.

### **FINANCIAL IMPACT**

The hourly rate for this consultant will remain the same during the extended term. The increased cost of this Work Order amendment is \$309,920. The total maximum amount of this Work Order is \$1,270,970. Funding for this Work Order is included in the FY 2007-08 Health Services Administration Adopted Budget and is requested in the FY 2008-09 Final Budget. This project is listed in the FY 08-09 Business Automation Plan under CMPI, with 12% of its budget designated for professional consulting services, which will cover the cost of this Work Order extension.

### **CLOSING**

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by June 25, 2008, we will request ISD to proceed with the amendment of this Work Order.

If you have any questions or require additional information, please let me know.

JFS:ss

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Interim Chief Information Officer  
Interim Director, Internal Services Department

**NOTED AND APPROVED:**

  
Richard Sanchez  
Interim Chief Information Officer

6-12-08  
Date