



**Health Services**  
LOS ANGELES COUNTY

March 21, 2012

**Los Angeles County  
Board of Supervisors**

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**TO:** Supervisor Zev Yaroslavsky, Chair  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

**FROM:** Mitchell H. Katz, M.D.   
Director

**SUBJECT: REQUEST TO AMEND AN INFORMATION  
TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDER FOR  
ADMINISTRATIVE SUPPORT FOR THE  
DEPARTMENT OF HEALTH SERVICES  
RADIOLOGY PICTURE ARCHIVING AND  
COMMUNICATION SYSTEM (PACS)**

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*To ensure access to high-quality,  
patient-centered, cost-effective  
health care to Los Angeles  
County residents through direct  
services at DHS facilities and  
through collaboration with  
community and university  
partners.*

This is to advise you of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order No. 04-2341 with Computer Professionals Unlimited, Inc., dba Rydek Computer Professionals (Rydek) for Administrators for the Department of Health Services (DHS) Radiology Picture Archiving and Communications System (PACS) to extend the Period of Performance for six (6) months from July 31, 2012 to January 31, 2013, and add \$263,692 increasing the total Work Order maximum obligation from \$299,999 to \$563,691.

In accordance with ITSSMA guidelines, prior notice to your Board is required for projects that will exceed \$300,000.

**BACKGROUND**

DHS is the second largest health care system in the nation serving nearly 10 million residents. DHS' Radiology PACS archives radiology images electronically and is the DHS standard for Radiology. DHS does not currently have its own experienced Radiology PACS Administrators. Pursuant to this Work Order, two (2) Radiology PACS Administrators provide full time, on-site management and administrative services of the existing Radiology PACS at LAC+USC Medical Center (LAC+USCMC) and Harbor-UCLA Medical Center (HUMC). The PACS is designed to acquire, route, display, and archive radiology images electronically and is interfaced with several

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radiology modalities such as CT, MRI, and our existing Healthcare Information System (HIS). A well-managed PACS will result in improved efficiency, reduce costs, and improve patient care as radiologists can quickly and easily access patient images for interpretation thereby allowing referring physicians to make quicker diagnoses.

### **SCOPE OF WORK**

The DHS Radiology Manager at each facility has assigned, to each Radiology PACS Administrator, the following duties and responsibilities, which are currently within the scope of this Work Order:

- acts as a Radiology IT Liaison;
- provides network management;
- makes system configuration changes and modifications;
- provides modality/PACS support;
- monitors and corrects PACS interfaces;
- trouble shoots and problem solves;
- monitors quality assurance;
- ensures PACS data integrity and disaster recovery;
- provides quality control and performance monitoring;
- ensures that the system and users meet HIPAA regulations; and
- develops technical documentation and management reporting.

### **JUSTIFICATION**

DHS continues to lack sufficient technical resources and experienced staff to provide Radiology PACS support and to adequately manage and monitor the existing radiologic imaging and information systems. DHS recognizes the need to reduce the long-term dependence on ITSSMA contractors. DHS has recently acquired four (4) Senior Information Systems Analyst Items (No. 2593A) to hire full-time Radiology PACS Administrators to support the six (6) DHS facilities. As a first step in the hiring process, DHS has initiated the exam process. DHS' timeframe is to have a promulgated list of candidates by mid May, 2012. The current ITSSMA Radiology PACS Administrators will provide transition support of duties performed by the PACS Administrators to the incoming County staff.

**FINANCIAL IMPACT**

The Administrators' hourly rate will remain the same through the term of the Work Order and pricing continues to be on a Time and Materials basis. The current maximum obligation is \$299,999, with a proposed increase of \$263,692, and for a revised total Work Order maximum obligation of \$563,691. The funds for this Work Order are currently in the Fiscal Year 2011-12 LAC+USCMC and HUMC operating budgets.

**CLOSING**

Consistent with ITSSMA policies and procedures, we are informing your Board of our intent to proceed with amending this Work Order to extend the term and increase the maximum dollar amount for a final time. DHS will not request any additional extensions or increases to the maximum dollar amount for this Work Order (04-2341). If no objection is received from your Board within ten (10) business days upon receipt of this Board notification, 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 or your staff may contact Kevin Lynch, DHS Chief Information Officer, at (213) 240-8128.

MHK:lr

- c: Chief Executive Office
- County Counsel
- Executive Office, Board of Supervisors
- Chief Information Office
- Internal Services Department

**REVIEWED BY:**

  
Richard Sanchez  
Chief Information Officer

3 -22 -12  
Date