RadiologyLive brings together physically disparate radiologists

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As one of the most longstanding current faculty members in the Department of Radiology, Edward J. Zaragoza, MD, professor of radiology and IT clinical director, has been witness to a tremendous amount of growth within the department. "This used to be a small department where you knew everybody, and the footprint of the department was the B Level of the old hospital. Everything was in close, tight proximity, so it was quite easy to get a consult within just a few footsteps." The department has since grown very large, with many radiologists working in a geographically dispersed network of practices that spans from Palos Verdes to Santa Clarita and from downtown Los Angeles to Thousand Oaks.

One of the greatest challenges of working within so sprawling a department is that interactions that used to take place organically among colleagues who all knew one another and had frequent in-person encounters — both planned and through happenstance — now don't happen as often or as easily. "All the geographical diversity we've created spreads us very thin in terms of face-to-face communication," explains Dr. Zaragoza.

"To be a good radiologist, you need to be humble," continues Dr. Zaragoza. "When you look at an image you're reading and go 'This is unusual, but I'm not certain why it's unusual.' You want another set of eyes to look at it — you want an intradepartmental consultation.

"The truth of the matter is that really smart people get help when they need it," he explains. "Before I say something that might commit somebody to go to the OR, I want to be certain that we say the right thing. Patients always come first before my ego. I'll reach out to somebody I respect and we'll go over the case together and come up with the best possible diagnosis for that patient. We all lean on one another to be sure that the patients get the best possible care."

To address this challenge of having a large faculty practicing at many locations, UCLA Radiology implemented RadiologyLive, a technology solution based on Microsoft's Teams product. Teams had already been in use across the UCLA Health enterprise, and the Department of Radiology was taking advantage of such features as its ability to store reference materials to allow easy access to content such as tumor grading and disease staging standards. Most relevant to UCLA Radiology's need for intradepartmental communication and consultation, Teams also has a chat function along with voice and video conferencing functions integrated into the product's design.

Yet despite its promise as a tool for connecting UCLA radiologists with their colleagues, Dr. Zaragoza realized that Teams still lacked some key capabilities that would help make it ideal for intradepartmental collaboration. "I realized that if we could

train this application to know the subspecialty alignments of our radiologists, we could devise a query that could say, 'show me the acute care imaging faculty that are active on duty right now,' or 'who are my radiology colleagues on duty right now that I could reach out to?'"

Dr. Zaragoza and Dieter Enzmann, MD, Distinguished Professor of Radiology, Leo G. Rigler Chair, Department of Radiological Sciences, worked together to determine the desired functionality and appearance of a modified Teams environment and employed an outside IT firm to create custom code to included database integration that adds subspecialty information and scheduling data, extending Teams' functionality and enabling users within the department to see which of their colleagues are available in real time. This enhanced version of Teams, known as RadiologyLive was brought online about a year and a half ago.

RadiologyLive enables users to see lists of their colleagues by subspecialty and uses a color-coding system to indicate who is currently at their workstation and available for live interaction, who was recently available but may have temporarily stepped away, and who is currently unavailable. RadiologyLive links with

Outlook so it has access to each individual's daily calendar, and with QGenda, which the department uses to manage staffing at its many locations.

Once the user has identified a colleague who is available, they can use Team's native text, voice and video capabilities to communicate with them. Teams also provides image-sharing features that enable users to view images as they discuss them. "This technology allows us to do something that we used to do effortlessly when we were a small department," states

Dr. Zaragoza. "With these tools, we can have the same level of consultation and collegiality even though we're widely distributed geographically."

Beyond its invaluable use in facilitating collaborations that help ensure that patients get the best care possible, Dr. Zaragoza points out another of RadiologyLive's benefits. "The ability to have a 'water-cooler conversation' with a colleague is very humanizing and helps to improve our sense of wellbeing. It invites us to have a sense of community within our department." Ⓡ

DEPARTMENT HIGHLIGHTS AND UPDATES

In Memoriam: Richard "Rick" Steckel, MD

Our former UCLA Radiology chair and colleague, Richard J. Steckel, MD (Rick), passed away on June 20, 2024, at the age of 88.

Rick graduated *magna cum laude* with a BA in biochemistry from Harvard University in 1957, and went on to earn his MD from Harvard Medical School in 1961. He completed his radiology residency at Massachusetts General Hospital and served in the Public Health Service during the Vietnam War, where he completed a research fellowship at the National Institutes of Health.

He joined the UCLA Radiology faculty in 1967 in the Chest Section, where he became a professor of radiology. Rick served as department chair from 1994 until 2000, when he retired. During his career, he authored over 130 peer-reviewed articles and several books.

Rick had a significant impact on tertiary care at UCLA as the

founding director of the Jonsson Comprehensive Cancer Center at UCLA from 1974 to 1994. Equally important, he was a co-founder of the Venice Family Clinic in Los Angeles, contributing to community health care.

After retirement, he moved to Santa Barbara and volunteered teaching radiology residents at the Santa Barbara Cottage Hospital. Rick was a lifelong violinist who played in youth orchestras, movie studios in Hollywood and chamber music groups, including a trio in his living room on the morning of his last day.

We who knew and worked with Rick offer our sincere condolences to his wife, Julie Raskin Steckel; his daughter, Jan Steckel; and his son, David Steckel. He leaves behind a community of colleagues, students and fellow musicians who were enriched by his generosity, sense of humor, intellect and compassion. His impact on UCLA Health is still felt today. Ⓡ

Travis Gilchrist, MPH, named CAO of Department of Radiology

Travis Gilchrist, MPH, has been named the new chief administrative officer (CAO) of the Department of Radiology at UCLA. Mr. Gilchrist is an accomplished health care executive with a wealth of experience in health care management, business development and financial operations. He also serves as CAO of the UCLA Department of Radiation Oncology.

With his extensive experience managing clinical and research budgets, Mr. Gilchrist is well qualified to manage the financial and operational functions of the Department of Radiology. He has a proven track record in building and fostering strategic

relationships with team leaders and health care managers, in overseeing lab and space expansion and in handling construction projects on campus.

Mr. Gilchrist has served as the Department of Radiology's interim CAO since May 2022. He has focused on financial and strategic assessments encompassing research, grants administration and purchasing support. His active leadership will help the department achieve its ambitious goals and carry out its missions across the institution and the surrounding community. Ⓡ