



**Information Technology Services - Medicine
Monthly Report
January 2000**

Highlights and milestones

- January 1 arrived with only very minor and very few Year 2000 issues.
- Client and Technology Services moved to 100 Church Street South. There were no lapses in service at all despite the move being orchestrated during business hours.
- Satisfaction with ITS-Med is at an all-time high: Almost all clients are either very satisfied (67%) or somewhat satisfied (26%) with ITS-Med.
- 96.9% of work orders were completed within turnaround goals.



**Information Technology Services-Medicine Monthly Report
January 2000**

<u>Applications</u>	<u>this month</u>	<u>Jan-1999</u>	<u>% change</u>
AS/400 applications	7,285	9,816	-26%
CINAHL	434	238	82%
Biosis	670	714	-6%
Clinical Reporting System (CRS)	359	310	16%
accesses per user per month	5.5	6.1	-9%
Current Contents*	835	1,179	-29%
Electronic mail (# messages sent)	4,085,717	1,286,579	218%
messages per user per day	17.5	6.6	165%
HealthSTAR	242	303	-20%
MEDLINE	19,787	16,111	23%
searches per active user per month	6.3	5.6	12%
Psychinfo	3,295	1,328	148%
Remote access (median users/day)	656	397	65%
Medical Center World Wide Web			
Medical Center home page	129,672	95,633	36%
School of Medicine home page	28,510	13,334	114%
YSMInfo	12,596	-	-
Medical Library home page	58,487	13,009	350%

<u>Help Desk calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Total calls	4039	6%
Calls per day	192	-3%
% of ITS-Med clients using Help Desk	29%	4%
# of Yale affiliates using Web page	2,055	0%
% of calls rolling over to answering service	0.0%	-100%

<u>Types of calls</u>		
Call transfer	365	-13%
Complaint	9	-25%
Information request	926	0%
ITS-Med Services	180	24%
Remote Access	113	4%
Network Access	71	69%
Problem report	2008	18%
Network Access Problem	249	54%
Operating System	230	25%
Outage	211	101%
Netscape Mail	195	11%
Eudora	148	18%
Status inquiry	129	-11%
Project X	172	0%

<u>NetMenu workstations</u>		<u>Library # of connections</u>	<u>% change</u>
<u>Type of application</u>	<u>this month</u>	<u>Jan-1999</u>	
Total	37,900	32,454	17%
connections from Library	97%		
connections from outside Library	3%		

<u>Background information</u>	<u>Hospital</u>	<u>Schools of Medicine & Nursing</u>
Personal computers as of 8/98	2,100	6,800
Electronic mail users as of 7/99	1,700	7,523
Networked computers as of 9/99	1,700	4,781
Full-time faculty, 1998-99	-	1,765
Medical & graduate students, 1998-99	-	869
Residents & postdocs, 1998-99	460	1,048
Full-time staff, 1998-99	3,440	2,332
Nursing staff, 1998-99	1,540	-
Number of beds, 1998-99	900	-

<u>ITS-Med clients subscribing to:</u>	<u>this month</u>	<u>change from last month</u>
Core network service - Windows	3,322	-2%
Core network service - Macintosh	1015	-2%
Printer connection	661	0%
other machine-only connection	251	-18%
On-campus dial-up service	91	1%
Basic network service	574	3%
ADSM	650	0%
Scheduling	1,145	3%
Remote access	1,412	3%
Workgroup computing	133	-6%
Additional email account	859	7%

<u>Work orders</u>	<u>this month</u>	<u>change from 90 day average</u>	<u>Turnaround met</u>	
			<u>this month</u>	<u>change from last month</u>
Tasks added	1388	-9%	-	-
Tasks completed	1510	-2%	97%	2%
Delayed work orders	469	11%	-	-
Billable work orders	77%	14%	-	-
Normal priority	81%	-3%	100%	0%
Emergency priority	19%	15%	97%	-2%
Problem reports	306	15%	100%	0%
Operating system	99	32%	100%	0%
Network access problem	76	38%	100%	0%
Printer	38	-19%	100%	0%
New services	474	9%	99%	0%
move	203	41%	100%	0%
install machine	65	25%	94%	-4%
swap	51	21%	100%	0%
Service cancellations	60	62%	100%	0%

<u>Library</u>	<u>Hospital NetMenu</u>
<u># of connections</u>	<u># of connections</u>
<u>this month</u>	<u>Jan-1999</u>
26,870	24,356
	% change
	10%

Overall usage for selected databases

	<u>Dec-1998</u>	<u>Jan-1999</u>	<u>Feb-1999</u>	<u>Mar-1999</u>	<u>Apr-1999</u>	<u>May-1999</u>	<u>Jun-1999</u>	<u>Jul-1999</u>	<u>Aug-1999</u>	<u>Sep-1999</u>	<u>Oct-1999</u>	<u>Nov-1999</u>	<u>Dec-1999</u>	<u>Jan-2000</u>
Summary														
AS/400 applications	7,192	9,816	9,065	10,420	11,139	11,901	11,980	9,320	8,218	7,798	7,764	7,166	5,533	7,285
Clinical Reporting System (CRS)	310	563	251	498	395	466	524	471	519	387	401	366	229	359
OVID sessions	13,798	16,111	17,081	20,834	22,139	18,639	16,687	17,844	16,089	19,131	20,935	23,642	16,018	19,787
Medical Center Web server	1,352,920	1,545,299	1,568,689	1,734,951	1,789,042	1,600,024	1,825,535	2,215,143	2,468,666	2,800,123	2,913,269	2,470,971	1,924,753	2,311,736
Electronic mail messages sent	740,751	723,701	835,904	866,009	938,255	828,686	668,485	3,047,125	3,437,969	3,498,625	4,012,738	3,788,117	4,134,312	4,085,717

Details: AS/400 applications

Animal Care and Use Committee	141	57	164	55	74	52	76	22	29	62	53	45	17	38
Business Management Systems	106	96	89	109	106	97	99	63	51	68	61	89	67	80
Clinical G/L Interface	2	18	8	0	10	2	10	50	11	0	0	0	0	0
Clinical Information	0	4	1	0	5	1	1	1	0	0	0	0	0	2
Clinical Information - Reports	1	1	1	0	5	0	3	5	1	0	0	0	0	0
Diagnostic Laboratory	218	309	226	300	275	209	223	216	237	238	278	267	189	227
Graduate and Continuing Education	48	59	65	87	69	61	70	44	54	56	59	58	54	64
Grants and Contracts	295	380	375	416	405	362	365	310	214	168	164	141	116	145
Grants and Contracts - Reports	27	28	25	11	34	21	33	2	2	0	0	0	0	0
Human Investigation Committee	88	105	111	99	103	92	108	23	22	9	14	13	1	5
Human Resources (CHR) - Inquiry	41	52	69	44	12	2	3	3		3	0	0	0	0
Human Resources (CHR) - Merit	22	14	32	46	606	1950	885	302	37	21	50	25	25	30
Human Resources (CHR) - Reports	0	2	7	1	37	45	56	8	2	4	2	4	2	2
Human Resources - General	29	29	34	28	55	49	98	32	17	23	25	33	21	32
Human Resources - Inquiry	2,358	3,313	2,950	3,356	3,466	3,298	3,356	2,984	2,889	2,446	2,715	2,554	1,854	2,671
Human Resources - Profiles	2,633	3,974	3,608	4,482	4,293	4,415	5,415	4,356	3,650	3,544	3,361	2,984	2,328	3,033
Human Resources - Reports	170	286	212	216	252	207	223	212	146	159	148	95	106	114
Internal Medicine	57	56	25	3	6	0	2	1	10	0	9	21	22	48
MED5 - Reports	2	7	1	1	1	0	2	1	2	1	0	0	0	0
Office of Public Information	11	10	25	11	7	56	26	16	28	19	6	15	47	16
Physician Associates Program	20	40	28	33	13	2	4	6	11		0	8	19	65
Space Inventory System	35	44	32	79	140	128	89	72	53	312	187	53	38	48
Student Research	5	66	21	36	42	7	8	23	21	31	15	25	10	21
Student Systems	313	356	340	396	348	336	385	414	393	369	390	469	357	434
Support Services	131	117	207	159	139	137	183	52	39	10	18	11	5	14
System Administration	150	106	176	306	530	265	180	58	214	173	133	211	185	137
Yale Animal Resource Center	286	281	231	138	106	91	65	41	78	74	64	40	49	51
Other/Miscellaneous	3	6	2	8		16	12	3	7	8	12	5	21	8

Details: OVID

Biosis	1,363	714	890	896	923	585	682	612	534	580	730	764	606	670
CINAHL	216	238	296	352	377	272	252	217	135	307	368	392	214	434
Compendex	89	221	182	207	142	144	126	119	111	161	190	181	120	168
Current Contents	884	1,179	1,167	1,211	1,003	800	967	882	778	838	756	773	583	835
Full-Text Journal Collections	1,785	3,515	4,090	6,931	8,265	6,464	6,666	4,507	3,754	4,631	5,801	6,910	4,602	5,669
HAPI	23	44	58	77	80	51	93	51	37	72	91	83	39	54
HealthStar	254	303	320	317	413	198	166	197	186	250	344	301	224	242
MEDLINE, current segment	4,927	6,004	6,163	6,782	6,316	5,132	5,149	5,191	4,814	5,247	5,634	5,832	4,279	5,618
MEDLINE back files	4,646	5,326	5,691	6,903	7,143	6,238	6,064	6,326	6,027	6,541	6,659	6,612	5,339	6,551
PsychInfo	1,495	1,328	1,466	1,926	2,987	1,375	1,181	1,323	1,132	1,652	2,209	3,295	1,431	1,654
access method: telnet sessions	3,830	4,503	4,296	5,996	5,604	4,408	3,985	3797	3436	3,574	3,373	3,026	2,398	2,830
access method: Web sessions	9,618	11,096	12,295	14,205	15,967	11,975	12,187	13,615	12,335	15,192	17,214	20,278	13,394	16,734
access method: Z39.50	353	525	495	653	562	427	535	475	374	414	379	339	229	238

Medical Center Web usage report, January 2000

Top 10 pages accessed by Yale users

<u>this year</u>	<u>last year</u>
Medical Center	Medical Center
Medical Library	MedMenu
MedMenu	EPH Library
YSMInfo	Medical Library
EPH Library	School of Medicine
Library's electronic journals	Desktop Support
School of Medicine	YAXIS: Web site by and for Yale medical students
Server search	Server search
Find a person	MB&B course final exam
Keck DNA sequencing FTP access	Find a person

Top 10 pages accessed by external users

<u>this year</u>	<u>last year</u>
Center for Advanced Instructional Media	Center for Advanced Instructional Media
Yale-New Haven Hospital Clinical Workstation	Medical Center page
Medical Center page	Yale-New Haven Hospital Clinical Workstation
School of Medicine	School of Medicine
Server search	School of Medicine's admissions viewbook
Medical Library	Medical Library
Office of Admissions	Academic departments page
Yale Heart Book	Yale Heart Book
Epidemiology & Public Health	Medical Library's Selected Internet Resources d
Introduction to Cardiothoracic Imaging	Child Study Center's Autism page

	<u>Jan-2000</u>	<u>Jan-1999</u>	<u>% change</u>
Server total	2,311,736	1,545,299	50%
Who connected			
Yale	634,274	444,119	43%
other US educational institutions	221,230	146,055	51%
US government & military	16,621	10,879	53%
US commercial institutions	350,471	256,426	37%
US non-profit organizations	26,358	27,342	-4%
Major online service providers	300,672	194,373	55%
International	295,000	199,444	48%
# of unique hosts connecting	133,049	111,332	20%
Medical Center	129,672	95,633	36%
Find a person	3,685	1,970	87%
Find a physician	1,218	851	43%
Community Service	183	217	-16%
Education	328	744	-56%
Patient Care	172	308	-44%
Research	327	1,112	-71%
School of Medicine	28,510	13,334	114%
About the School	2,025	-	-
Admissions, School of Medicine	4,025	-	-
Alumni	597	-	-
Community programs	436	-	-
Computing	578	-	-
Departments	4,204	-	-
Development	342	-	-
Education & student life	285	-	-
Faculty	3,032	-	-
Libraries	711	-	-
News & publications	587	-	-
Patient care/Find a Yale doctor	482	-	-
Research	1,456	-	-
YSMInfo	12,596	-	-
Major resources & service departments			
Admissions application, School of Medicine	-	-	-
Business Center (Financial Operations)	616	-	-
Center for Cell Imaging	775	547	42%
Emerging Infections Information Network	1,462	2,491	-41%
ITS-Med	4,456	-	-
CAIM	6,722	2,299	192%
CAIM style manual	86,585	70,436	23%
Computing Services	5,822	3,944	48%
Media Services	599	428	40%
Software - Macintosh	515	-	-
Software - Windows	1,251	-	-
Web Design & Development	4,172	-	-
Year 2000	361	-	-
Medical Library	58,487	13,009	350%
MedMenu	30,964	32,454	-5%
Scientific Affairs and Grant & Contrac Administration	1,777	1,137	56%
Yale Faculty Practice	1,439	982	47%

	<u>Jan-2000</u>	<u>Jan-1999</u>	<u>% change</u>
School of Nursing	3,061	2,051	49%
Academic Departments**			
Anesthesiology	190	316	-40%
BBS	1,743	1,416	23%
Boyer Center for Molecular Medicine	1,141	780	46%
Cancer Center	1,998	1,390	44%
Cell Biology	1,222	1,434	-15%
Cellular & Molecular Physiology	2,526	392	544%
Child Study Center	2,921	1,863	57%
Comparative Medicine	104	162	-36%
Dermatology	951	631	51%
Diagnostic Radiology	648	539	20%
Epidemiology & Public Health	5,928	4,057	46%
Genetics	1,065	911	17%
History of Medicine	406	267	52%
Immunobiology	929	738	26%
Internal Medicine	1,464	939	56%
Laboratory Medicine	837	522	60%
Neurobiology	1,192	920	30%
Neurology	1,300	757	72%
Neuroscience Program	780	560	39%
Neurosurgery	495	429	15%
Obstetrics & Gynecology	926	463	100%
Ophthalmology	868	1,450	-40%
Orthopaedics & Rehabilitation	829	508	63%
Pathology	1,417	1,172	21%
Pediatrics	1,057	768	38%
Pharmacology	651	584	11%
Physician Associate Program	1,042	1,259	-17%
Psychiatry	2,009	1,448	39%
Surgery	104	175	-41%
Therapeutic Radiology	331	240	38%

**Molecular Biochemistry & Biophysics and the Center for Medical Informatics are not listed because they reside on other servers.

MedMenu Medical Library usage during 1999-2000

<u>Application</u>	<u>FY 98-99</u> <u>median</u>	<u>Jul-1999</u>	<u>Aug-1999</u>	<u>Sep-1999</u>	<u>Oct-1999</u>	<u>Nov-1999</u>	<u>Dec-1999</u>	<u>Jan-2000</u>	<u>Feb-2000</u>	<u>Mar-2000</u>	<u>Apr-2000</u>	<u>May-2000</u>	<u>Jun-2000</u>
TOTAL CONNECTIONS	36,114	32,757	34,678	36,366	39,328	34,856	23,132	37,900					
Electronic textbooks	551	1,393	1,185	1,511	1,977	1,561	1,313	1,670					
Harrison's	276	272	282	337	403	424	116	179					
Heart Disease Textbook	0	0	0	0	0	0	0	57					
MAXX	0	1	3	0	0	0	0	0					
Medical Letter on Drugs and Therap.	50	40	38	47	38	43	5	6					
Merck Manual	74	80	90	281	299	141	122	94					
Sabiston	0	0	0	0	0	0	0	22					
SAM: Scientific Amer. Medicine	51	77	76	43	69	70	466	480					
SIR - Texts (Selected Internet Res.)	45	882	648	749	1,105	839	573	783					
Stat!Ref-TextBooks	29	15	13	23	32	18	23	21					
Textbook of Internal Medicine	0	0	0	0	0	0	0	20					
Williams-Obstetrics	28	26	35	31	31	26	8	8					
Williams Textbook of Endocrin.	0	0	0	0	0	0	0	11					
Medical Education	636	653	672	839	1,121	705	1,069	2,899					
Abdomen Quiz	7	13	13	14	17	6	21	116					
Anatomic Explorer	10	8	4	12	35	15	8	49					
Anatomic Explorer CT	5	4	3	10	16	9	12	23					
Animated Embryo	10	5	1	2	13	27	20	82					
Brainstem	3	8	0	0	11	3	6	20					
Brainstorm	5	22	19	2	7	3	5	8					
Breath sounds	5	5	7	5	6	6	13	26					
Campbell's Operative/Urology	0	0	0	0	0	0	21	25					
Cardiac Angio	3	6	2	6	10	2	14	33					
Cardiac Auscultation	3	3	5	14	8	2	16	47					
Cardiac Echo	3	7	8	10	19	1	12	25					
Cardiac MRI	2	6	1	7	6	0	0	17					
Cardiac Perfusion Imaging: SP	1	1	1	1	7	0	2	6					
Cardiac Perfusion Imaging: PI	0	2	2	0	3	0	0	4					
Cardiothoracic Image Quiz	3	11	1	1	5	2	1	33					
Cardiothoracic Imaging	3	9	3	2	7	3	10	240					
Cecil Textbook	0	0	0	0	0	0	22	34					
Comprehensive Textbook of Psych.	0	0	0	0	0	0	16	31					
Concise Atlas - Cardiothoracic	2	2	0	2	2	3	8	9					
Concise Atlas - Chest	1	1	0	2	2	10	4	2					
Concise Atlas - Head & Neck	16	6	8	0	0	0	0	0					
Conn's Current Therapy	0	0	0	0	0	0	5	3					
Course Info	0	0	10	32	21	0	59	101					
Course Evaluations	0	0	0	0	0	22	0	0					
Cranial Nerves	0	0	0	0	1	0	5	4					
Educational Software	168	149	176	152	186	265	1	2					
Embryo images	5	8	2	5	5	22	2	31					
EPS Review	2	3	1	1	4	2	0	2					
Eroshenko's Interactive Histology	0	0	0	0	2	0	0	13					
Extremities Quiz	3	4	2	9	15	42	3	2					
Functional Anatomy of the Heart	0	0	0	0	4	0	4	0					
Gross Anatomy Review	27	12	2	23	61	94	14	31					
HARP (Histological Anatomy Review)	2	8	0	16	10	5	2	15					
Harriet Lane Handbook	0	0	0	0	0	0	4	3					
Head Quiz	2	8	0	0	12	5	0	1					
Histology Quizbank	2	4	2	6	6	1	1	24					
Histology Video Review	0	0	0	1	3	0	1	7					
HyperBRAIN	1	3	3	0	6	1	0	4					

<u>Application</u>	<u>FY98-99</u> <u>median</u>	<u>Jul-1999</u>	<u>Aug-1999</u>	<u>Sep-1999</u>	<u>Oct-1999</u>	<u>Nov-1999</u>	<u>Dec-1999</u>	<u>Jan-2000</u>	<u>Feb-2000</u>	<u>Mar-2000</u>	<u>Apr-2000</u>	<u>May-2000</u>	<u>Jun-2000</u>
Hyperheart	1	5	0	0	1	2	0	7					
Integrated Medical Curriculum	0	0	0	0		0	0	35					
Interactive/Brain Atlas/Electrocard.	4	4	2	3	9	3	3	117					
Kaplan's	65	21	8	9	11	0	37	19					
KINEMAGE	1	18	0	0	2	1	0	1					
Kistner's Gynecology	0	0	0	0	0	0	6	7					
Lazy Eye	3	11	3	2	4	2	3	3					
Lippincott	0	0	0	0	0	0	0	3					
MacBaby	7	12	3	3	7	43	12	141					
MD Consult	0	0	233	367	418	0	592	961					
Microbiology Quizbank	7	9	6	10	6	58	36	31					
Neuroanatomy Review	4	9	4	7	9	2	4	13					
Neuron Model: Tutorial	1	4	0	0	7	1	5	2					
Neuron Model: Current Clamp	1	5	0	8	3	0	2	4					
Neuron Model: Voltage Clamp	1	3	0	1	2	1	0	4					
Pathology Quizbank	5	28	23	8	24	11	7	201					
Perineum Quiz	2	33	1	5	6	2	1	7					
PreTest	12	37	40	17	24	8	12	32					
Superhead	4	3	1	0	3	3	1	1					
Thorax Quiz	4	3	2	1	3	7	14	48					
USMLE Step 1	16	67	35	20	22	3	11	24					
USMLE Step 2	20	5	10	9	18	4	7	4					
WebPath	0	48	25	31	24	0	0	155					
Wheater's Interactive Histology	1	10	0	3	8	3	4	6					
Other resources	34,767	30,711	32,821	34,016	36,230	32,590	20,750	33,331					
Abbreviation Finding Aids	0	23	21	30	31	0	11	6					
Academic Search Elite	0	0	0	0	44	0	176	251					
Additional Resources	0	0	0	0	0	1,535	636	958					
AIDSLine/Drugs/Trials	49	30	36	100	86	103	80	95					
African Health Anthology	0	0	0	0	0	0	0	4					
Allergy: Principles and Practice	0	0	0	0	0	0	25	18					
Alphabetical List	0	0	0	0	441	221	0	0					
Applied Science	8	5	4	6	10	3	3	4					
Arthritis and Allied Conditions	0	0	0	0	0	0	0	6					
Best-Evidence	15	7	15	16	17	39	6	93					
Bioethicsline	20	19	10	23	23	30	5	5					
Biography Index	17	12	3	11	4	20	3	2					
Biomed VAX	13,743	9,362	8,597	10,747	10,447	13,851	5,703	6,826					
Biosis	63	56	44	51	69	64	96	128					
Books in Print	61	40	69	73	56	81	9	31					
Brenner	0	0	0	0	0	0	7	21					
Britannica Online	36	32	33	21	51	40	7	24					
Bulldog Access	25	30	29	19	33	18	3	12					
CAB	0	0	0	0	0	0	0	16					
Cancernet	23	11	11	17	36	36	15	19					
CIAO: Columbia Int'l Affairs Online	1	0	2	2	1	6	0	0					
CINAHL	60	549	540	428	111	62	97	183					
Clinical Dermatology	0	0	0	0	0	0	15	33					
Clinical Laboratory	18	12	13	10	13	16	3	12					
Clinical Procedures	0	0	0	0	0	0	5	10					
Cochrane	45	47	34	49	39	163	163	263					
Community of Science	83	9	72	8	12	23	70	85					
Compendex	40	503	509	377	59	39	2	3					
Congressional Universe	17	6	14	13	13	0	3	1					
CT CRISP	16	8	16	18	33	0	6	5					

<u>Application</u>	<u>FY98-99</u> <u>median</u>	<u>Jul-1999</u>	<u>Aug-1999</u>	<u>Sep-1999</u>	<u>Oct-1999</u>	<u>Nov-1999</u>	<u>Dec-1999</u>	<u>Jan-2000</u>	<u>Feb-2000</u>	<u>Mar-2000</u>	<u>Apr-2000</u>	<u>May-2000</u>	<u>Jun-2000</u>
Current Contents	56	40	40	43	53	59	107	169					
Current Diagnoses	292	382	375	345	383	316	56	72					
Danforth's Obstetrics	0	0	0	0	0	0	10	6					
Diagnostic Imaging	15	39	21	15	12	22	4	4					
DIRLINE	10	13	8	9	7	23	1	2					
Dissertation Abstracts	29	27	24	18	42	44	2	20					
Divisible Human	0	0	0	0	4	0	7	19					
EBMR	21	14	15	12	18	29	1	0					
EconLit	3	5	4	11	6	8	0	0					
Electronic Journals	2,226	2,529	2,291	3,469	4,188	1,576	2,833	5,293					
Electronic Textbooks	0	727	642	774	876	658	667	915					
Ellenhorn's Medical Toxicology	0	0	0	0	0	0	3	5					
Email	0	0	0	0	0	0	0	2,073					
Emergency Medicine	0	0	0	0	0	0	7	2					
Entrez	29	8	11	8	7	30	1	0					
EPI Info	0	0	0	0	2	0	1	4					
EPIC	13	6	9	7	8	23	1	2					
ERAS	3	14	27	24	47	0	30	7					
ERIC	16	9	17	9	13	23	3	5					
Eureka	20	44	50	53	40	16	22	16					
Facts and Comparisons	0	0	0	0	0	0	4	5					
Faculty Research Interest	0	0	0	0	37	18	0	0					
FEDIX	9	8	8	8	5	12	0	0					
Forebrain	0	0	0	0	3	0	0	0					
Formulary Catalog	17	7	13	10	8	23	3	0					
FREIDA	35	487	495	380	74	29	16	19					
GDB	14	453	462	333	46	11	2	3					
GenBank	17	23	8	12	10	27	7	8					
GPO	19	12	12	14	13	31	1	1					
GramStainTutor	0	0	0	0	28	0	5	37					
Grant Resources	16	11	9	12	13	29	0	0					
Griffith's 5 Minute Clinical	0	0	0	0	0	0	3	3					

<u>Application</u>	<u>FY98-99</u> <u>median</u>	<u>Jul-1999</u>	<u>Aug-1999</u>	<u>Sep-1999</u>	<u>Oct-1999</u>	<u>Nov-1999</u>	<u>Dec-1999</u>	<u>Jan-2000</u>	<u>Feb-2000</u>	<u>Mar-2000</u>	<u>Apr-2000</u>	<u>May-2000</u>	<u>Jun-2000</u>
GroupWise	10	18	10	8	7	11	1	4					
HAPI	44	24	28	24	28	61	5	10					
HealthSTAR	75	469	473	343	93	80	111	139					
HISTLINE	21	9	10	22	34	30	3	17					
History of Science & Technology	9	4	6	12	15	7	2	8					
HSTAT	14	6	8	9	6	20	3	2					
ICD-9	13	13	12	7	12	25	7	2					
IMP	0	0	0	0	2,097	0	1,750	3,102					
Infection Control Manual	14	6	9	12	6	22	1	2					
Info	0	0	0	0	16	0	0	0					
INSPEC	14	6	8	17	5	13	1	4					
(IGM) Internet Grateful Med	59	18	36	61	16	24	1	12					
IRIS	22	12	15	12	12	32	0	0					
Laboratory and Diagnostic Tests	0	0	0	0	0	0	0	6					
Law Library Catalog	14	22	16	12	22	12	1	12					
Lexis-Nexis	0	0	0	0	169	282	280	356					
Marriott's Practical Electrocard.	0	0	0	0	0	0	0	16					
Martindale	25	40	35	43	134	31	14	13					
Material Safety Data Sheets	16	9	10	8	19	22	2	2					
MedMenu information	143	134	141	145	115	146	0	1					
Merritt's Textbook of Neurology	0	0	0	0	0	0	0	24					
Micromedex	51	47	57	111	65	66	0	239					

Application	FY98-99	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999	Jan-2000	Feb-2000	Mar-2000	Apr-2000	May-2000	Jun-2000
	median												
Mosby's Rounds	0	0	0	0	4	0	6	10					
Nelson Textbook of Pediatrics	0	0	0	0	0	0	0	14					
New England Journal of Medicine	35	27	17	0	0	40	0	0					
NEXIS-LEXIS	296	74	69	160	251	238	280	0					
NIH-Consensus-Dev-Statements	3	3	3	0	6	1	5	0					
NIH-Guide to Grants & Contracts	23	17	27	13	26	37	0	5					
NLM Locator	18	15	28	47	17	11	14	13					
NO (Nursing Organization & Practice Ma	13	11	15	10	7	15	1	3					
NTIS	14	9	9	6	7	18	0	4					
OB/GYN Pathology	0	0	0	0	0	0	0	8					
Omega	0	0	88	15	53	0	0	778					
OMIM	23	13	10	10	17	43	4	10					
OSH-ROM	15	6	8	5	5	18	0	2					
Other	0	13	4	5	51	2	0	0					
OVID/MEDLINE	9,020	10,307	10,040	13,816	9,985	7,532	4,628	6,633					
Pantheon/Minerva	2,739	2,687	2,671	394	144	50	11	14					
Patent Search	24	381	390	246	45	23	4	4					
PDR	45	66	69	76	56	45	39	17					
Periodicals Contents Index	18	9	13	11	20	35	3	1					
Phone Books	38	23	31	33	43	38	13	12					
Physican Data Query	18	13	13	16	15	25	1	7					
Physiology Origins of Heart	0	0	0	0	0	0	0	19					
PolTox	0	8	9	9	11	0	4	3					
POPLINE	20	16	12	118	26	0	10	11					
Practical Approach to Infect. Dis.	0	0	0	0	0	0	0	15					
Practice of Geriatrics	0	0	0	0	0	0	0	3					
Primary Care	0	0	0	0	0	0	0	9					
Princ. And Practice of Peds.	0	0	0	0	0	0	0	3					
ProQuest-Direct	41	0	0	0	0	35	0	0					
PsycINFO	72	48	69	63	149	108	206	322					
PubMed (NCBI)	128	153	113	237	205	125	689	1,143					
Pulmonary	0	0	0	0	0	0	0	7					
Red Book	0	0	0	0	0	0	0	3					
Research Workstation	22	12	15	34	21	20	8	15					
Residents' Reprints	12	8	9	8	9	21	3	0					
Rockwood	0	0	0	0	0	0	0	5					
Science Citation	0	0	0	0	78	95	37	62					
SimBioSys	0	0	0	0	0	0	0	45					
Sinard	0	0	0	0	0	0	0	3					
Sleisenger	0	0	0	0	0	0	0	21					
Sociofile	4	4	4	10	4	14	0	0					
Sport Discus	0	0	0	0	0	0	0	29					
Statistical UNIVerse	13	17	10	15	13	1	6	5					
Surgical Pathology	26	12	14	9	13	38	2	1					
Telnet	0	0	0	0	686	0	0	0					
Therapeutic Guide	0	0	0	0	0	0	0	7					
Toxline	12	7	10	10	14	17	0	3					
TOXNET	15	11	11	12	11	19	1	8					
UnCover	15	7	10	11	10	19	2	2					
Valvular Diseases	0	0	0	0	0	0	0	19					
Washington Manual	0	0	0	0	0	0	0	10					
Web-of-Science	148	181	154	46	76	40	150	277					
Werner	0	0	0	0	0	0	0	9					
WilsonWeb	14	7	15	12	15	9	9	11					
Wintrobe	0	0	0	0	0	0	0	5					
WorldCat	0	31	42	71	71	0	82	113					
Yale Library Catalog (OPAC) (ORBIS)	3,261	34	3,308	38	3,571	3,578	1,302	1,725					
Y-Axis	42	25	24	19	52	39	102	108					

Yale-New Haven Hospital Clinical Workstation usage during 1999-2000

<u>Application</u>	<u>FY 98-99 median</u>	<u>Jul-1999</u>	<u>Aug-1999</u>	<u>Sep-1999</u>	<u>Oct-1999</u>	<u>Nov-1999</u>	<u>Dec-1999</u>	<u>Jan-2000</u>	<u>Feb-2000</u>	<u>Mar-2000</u>	<u>Apr-2000</u>	<u>May-2000</u>	<u>Jun-2000</u>
TOTAL CONNECTIONS	38,295	37,331	38,335	36,875	39,120	29,682	24,249	26,870					
Hospital information systems	22,863	25,470	26,800	24,806	28,676	22,474	17,367	18,918					
CCSS	11,619	10,446	9,906	9,437	11,576	11,157	10,234	10,973					
ChartView	1,261	2,457	2,905	2,289	2,494	3,528	2,744	3,131					
Clinical laboratory	8,172	8,590	9,617	8,602	9,919	2,590	45	96					
Clinical services	422	601	585	778	743	784	539	523					
Diagnostic Imaging	90	870	1,049	880	1,089	1,220	1,031	1,047					
Electronic Signature (ESA)	697	978	1,331	882	897	1,165	1,130	1,533					
EPIC	485	452	347	494	537	614	726	603					
Office services	543	1,011	984	1,347	1,314	1,307	886	967					
Surgical Pathology	47	65	76	97	107	109	32	45					
Bibliographic databases and search tools	722	1,232	1,159	1,117	1,289	1,159	1,281	1,472					
CancerNet	6	11	18	9	14	6	10	3					
CINAHL	40	17	9	24	15	24	9	5					
Current Contents	4	4	5	15	5	3	1	3					
HealthSTAR-OVID	21	1,090	977	954	1,110	1,015	833	1028					
MEDLINE	503	96	141	96	130	107	123	122					
MDConsult	0	0	0	0	0	0	302	299					
Yale Library Catalog (ORBIS)	34	14	9	19	15	4	3	12					
Word processing & utilities	1,083	883	883	935	1,095	1,085	955	997					
Clinical Workstation locations	42	40	19	23	11	7	6	9					
Format disk	18	17	17	23	17	12	12	14					
Virus scan	9	6	1	0	6	0	0	0					
Word for Windows	783	687	846	824	913	1,023	937	974					
Wordperfect	276	133	0	65	148	43	0						
Procedure recorders	289	348	280	630	558	454	672	773					
ED	44	73	87	96	46	51	74	116					
Medicine	76	94	102	93	148	107	180	165					
Ob/Gyn	20	38	18	16	21	15	19	17					
Surgery	117	143	73	79	78	57	117	140					
Procedure Recorders	0	0	0	346	265	224	282	335					
Full text and factual databases	1,546	4,625	4,703	4,824	3,670	2,691	3,204	3,687					
AIDS/Drugs/Trials/Line-Bioethic	5	7	8	4	1	4	4	5					
Cochrane Library	16	14	7	10	6	10	4	11					
Current Diagnosis & Treatment texts	151	142	277	189	165	164	136	133					
Delineation of Clinical Privileges	13	50	22	100	69	8	24	31					
Electronic Journals	360	591	556	419	599	528	458	487					
Electronic Textbooks	431	455	584	634	478	513	410	476					
Geriatric Medicine	5	2	12	6	0	7	7	1					
Global Textbook of Anesthesiology	9	5	2	0	3	3	4	8					
Harrison's	280	288	336	317	258	244	198	243					
Infection Control Manual	25	208	200	194	127	56	12	18					
Info	0	4	0	2	5	0	0	1					
JCAHO Accreditation Manual	22	50	71	91	23	80	18	21					
Laboratory Point of Care Testing Procedure	3	6	3	2	4	1	3	1					
Little Brown Handbooks	107	63	61	55	52	45	72	47					
Material Safety Data Sheets	3	7	3	26	15	3	5	12					
Medical Letter on Drugs & Therapies	23	18	15	20	16	23	18	7					
Merck Manual	60	89	59	65	53	49	33	30					
Micromedex	509	545	747	465	450	499	720	661					
New England Journal of Medicine	38	34	17	2	8	0	0	0					
Nursing Procedures Manual (NO)	109	326	148	255	164	102	139	222					
OMIM	3	2	5	1	4	2	9	1					
Primary Care Online	0	0	0	0	0	0	0	3					
Pharm Antibiotic Info	0	6	12	7	4	2	10	21					
Pharm InfoNet	34	42	41	27	39	37	51	6					

<u>Application</u>	<u>FY98-99 median</u>	<u>Jul-1999</u>	<u>Aug-1999</u>	<u>Sep-1999</u>	<u>Oct-1999</u>	<u>Nov-1999</u>	<u>Dec-1999</u>	<u>Jan-2000</u>	<u>Feb-2000</u>	<u>Mar-2000</u>	<u>Apr-2000</u>	<u>May-2000</u>	<u>Jun-2000</u>
Red Book on Pediatric Infections	21	21	34	15	11	22	30	16					
Resources	0	0	0	0	0	0	330	453					
Rosen's Emergency Medicine	30	36	43	29	30	21	29	14					
Safety Manual	0	0	0	0	0	0	5	3					
SAM/Scientific American Medicine	0	0	0	0	0	0	20	6					
SIRTexts	0	0	0	0	0	0	5	7					
STAT!-Reference	62	33	36	30	16	19	20	50					
Virtual Hospital	16	18	24	29	16	14	13	10					
Voyager	0	2	7	7	5	5	3	0					
Williams Obstetrics	0	5	7	4	6	11	5	3					
Yale Directory	14	18	28	34	32	19	11	15					
YNHH Approved Abbreviations	0	0	0	0	0	0	0	56					
YNHH Documents	463	1,249	995	1,055	814	155	20	12					
YNHH Formulary	10	6	14	16	10	3	8	9					
YNHH HomePage	0	0	0	0	0	0	113	134					
YNHH House Staff Training	307	270	306	691	172	37	2	4					
YNHH Human Resources	0	0	0	0	0	0	249	440					
YNHH Physician Phone Book	19	13	23	23	15	5	6	9					
Email/news/networks	7,144	4,764	4,503	4,562	3,826	1,817	770	1,023					
Biomed Email	832	776	742	2,078	875	968	485	668					
GroupWise Email	1,712	1,305	1,453	1,503	1,760	449	89	53					
Home Page	144	321	309	423	312	253	180	193					
Internet	5,488	2,331	1,973	513	846	128	0	0					
Mainframe	5	4	5	5	1	1	3	4					
Medical Library	14	23	14	27	28	15	12	100					
Selected Internet Resources	12	4	7	13	4	3	1	5					
Clinical Assistance	12	9	7	1	6	2	0	0					
Coag Advisor	12	9	7	1	6	2	0	0					