Information Technology Services - Medicine Monthly Report March 1998

Highlights and milestones

- The Medical Center Web server received over 1 million accesses for the first time in March.
- The IT compensation review was approved. Salary increases were applied retroactive to February 1st.
- The median days to install new network connections dropped by 24% to just over 3 weeks.
- The Molecular Modeling and Student Computing Facility held open houses
- The Library installed the Health and Psychological Instruments (HaPI) database.
- Client Support instituted the Preferred Provider support program.
- Use of Help Desk and major information resources continues to increase.

Information Technology-Medicine Monthly Report

March-98

Applications			Schools of			
Type of application	this month	Mar-97 %	change		Hospital Me	edicine & Nursing
AS/400 applications	9,831	-	-	Personal computers as of 12/97	2,200	6,800
CINAHL	623	415	50%	Electronic mail users as of 7/97	1,000	5,492
Core Biomedical Collection	1,334	1,026	30%	Networked computers as of 3/98	1,575	4,200
Clinical Reporting System (CRS)	625	-	-	Full-time faculty, 1997-98	-	1,278
accesses per user per month	8	-	-	Medical & graduate students, 1997-98	-	1,118
Current Contents	3,209	3,931	-18%	Residents & postdocs, 1997-98	440	1,127
Electronic mail (# messages sent)*	875,834	564,961	55%	Full-time staff, 1997-98	3,526	2,267
messages per user per day	4.5	3.6	26%	Nursing staff, 1997-98	1,659	-
HealthSTAR	646	304	113%	Number of beds, 1997-98	900	-
MEDLINE	20,620	17,053	21%			
searches per active user per month	8.9	7.4	21%			
Medical Center World Wide Web				System outages		
Medical Center home page	74,592	41,023	82%	Meeting Maker server.		
Hospital home page	1,437	1,613	-11%			
School of Medicine home page	10,227	7,125	44%			
Medical Library home page	17,275	12,820	35%			

^{*}Usage for email.med.yale.edu and estimated usage within MS Mail post offices was added to total usage as of 8/97.

	change from			# of c	alls	resolved by Ho	elp Desk	turnarou	nd time
Help Desk				•	change from		change from	change from	
	this month last	month	Type of call	this month	last month	this month	last month	this month	last month
Total calls	3,281	11%	New order	423	-10%	23%	-4%	89%	271%
Calls resolved	95%	-3%	Network	538	115%	82%	19%	97%	41%
Calls per day	149	1%	PC/printer	424	0%	56%	0%	87%	55%
% of ITS-Med clients using Help Desk	36%	3%	Info	484	6%	96%	0%	99%	3%
# of callers	1,541	10%	Call transfer	328	17%	98%	-1%	100%	1%
# of Yale affiliates using Web page	798	4%	Status queries	96	-37%	96%	-3%	100%	1%
			Email/Scheduling	365	18%	85%	-2%	97%	11%
			Admin systems	63	5%	70%	0%	84%	20%
			Billing	50	-14%	38%	6%	94%	161%

resolved within

Network installations	change from	I	NetMenu workstations	Libr	ary NetMent	1	Hospital NetMenu			
	this month last month			# of c	onnections		# of c	onnections		
# of new orders	70	8%	Type of application	this month	<u>Mar-97</u>	% change	this month	<u>Mar-97</u>	% change	
# completed	39	8%	Medical Education	2,093	2,353	-11%	-	-	-	
# open orders	100	15%	Bibliographic databases & search	7,607	7,899	-4%	1,738	1,587	10%	
waiting for Telecomm	26	73%	Full text & factual databases	309	292	6%	2,229	2,339	-5%	
waiting for Desktop Support	74	3%	Grant & research information	4	7	-43%	-	-	-	
median days from order to install	22	-24%	Clinical assistance	1	5	-80%	35	28	25%	
days for Telecom install	5	-62%	Email/news/networks	23,159	20,475	13%	12,946	10,037	29%	
days for Desktop Support install	16	0%	Word processing & utilities	0	520	-100%	1,278	1,650	-23%	
			Hospital information systems	0	-	-	24,466	25,227	-3%	
			Procedure recorders	0	-	-	429	313	37%	
			Total	33,173	31,551	5%	43,121	41,181	5%	
			connections per workstation	1,276	1,214	5%	415	433	-4%	

Overall usage for selected databases

	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98	Feb-98	Mar-98
Summary	100).	11111 > 1	1202 27	27243 27	oun yr	July 1	<u></u>	<u>500 37</u>	<u> </u>	1101 21	<u> 200) </u>	<u> </u>	100 30	11111 70
AS/400 applications	_	_	_	_	_	11,815	8,173	10,164	10,696	8,299	7,127	10,249	8,984	9,831
Clinical Reporting System (CRS	742	572	730	620	551	490	495	597	578	516	484	595	580	625
Current Contents	3,886	3,931	3,165	3,922	3,173	3,777	3,181	4,817	3,458	3,605	3,194	3,592	2,994	3,209
OVID databases	17,329	17,053	18,577	16,467	15,948	17,333	14,301	17,676	18,707	17,768	14,468	18,931	19,258	20,620
Medical Center Web server	459,226	543,310	623,284	654,313	604,198	682,546	705,680	768,257	921,490	827,327	733,452	954,720	974,557	1,072,451
Electronic mail messages sent	595,748	564,961	572,553	464,333	364,215	384,559	546,536	690,176	866,832	764,292	667,759	788,285	883,649	875,834
Details: AS/400 applications														
Animal Care and Use Committee	_	_	-	-	_	142	107	90	117	78	41	93	80	107
Business Management Systems						13	64	81	84	73	56	84	79	76
Clinical G/L Interface	-	-	-	-	-	-	4	15	9	6	9	7	3	0
Clinical Information	_	_	_	_	_	26	3	1	4	6	1	7	1	7
Clinical Information - Reports	_		_	_	_			5	5	2	2	3	2	0
Diagnostic Laboratory						379	174	298	281	297	194	226	232	272
Graduate and Continuing Education						-	46	66	64	49	52	60	53	60
Grants and Contracts	_	_	_	_	_	92	225	324	389	315	311	402	385	316
Grants and Contracts - Reports	_	_	_	_	_	-	38	83	19	57	37	59	38	13
Human Investigation Committee							74	109	84	93	70	75	89	91
Human Resources (CHR) - Inquiry		_					106	88	69	76	49	38	31	50
Human Resources (CHR) - Merit	_	_	_	_	_		62	51	21	43	15	45	24	19
Human Resources (CHR) - Reports							4	11	21	5	4	6	3	7
Human Resources - General							58	61	107	83	80	94	78	64
Human Resources - Inquiry		_					2,029	2,525	2,805	2,157	1,890	2,806	2,623	2,694
Human Resources - Profiles	_	_	_	_	_		3,641	4,325	4,975	3,376	3,185	4,820	3,753	4,400
Human Resources - Reports							140	179	218	231	140	312	310	262
Internal Medicine	-	-	-	-	-	-	12	34	36	53	90	74	27	4
MED5 - Reports		-					6	2	3	11	0	1	2	1
Physician Associates Program	-	-	-	-	-	-	0	2	3	47	43	27	55	14
	-	-	-	-	-	82	232	264	66	61	45	41	23	39
Space Inventory System	-	-	-	-	-		1		50	4	3		32	
Student Research	-	-	-	-	-	-	481	28 518	524	502	373	43 404		44 516
Student Systems	-	-	-	-	-	408	216	233	151	177	78	93	464 97	516 140
Support Services	-	-	-	-	-	408								
System Administration	-	-	-	-	-	- 40	317	450	270	242	100	128	229	245
Yale Animal Resource Center	-	-	-	-	-	48	99	310	318	252	234	259	233	324
Other/Miscellaneous	-	-	-	-	-	7,330	34	13	24	3	25	42	38	66
Details: Current Contents														
Current Contents total	3,886	3,931	3,165	3,922	3,173	3,777	3,181	4,817	3,458	3,605	3,194	3,592	2,994	3,209
Ovid version	2,181	2,227	2,372	2,410	2,082	2,270	2,050	2,586	2,386	2,197	1,786	2,187	1,941	1,805
Basis version, automatic searches	1,476	1,483	756	1,512	1,091	1,507	1,131	2,231	1,072	1,408	1,408	1,405	1,053	1,404
Details: Electronic mail														
Electronic mail total*	595,748	564,961	572,553	464,333	364,215	384,559	546,536	690,176	866,832	764,292	667,759	788,285	883,649	875,834
PMDF	595,748	564,961	572,553	464,333	364,215	384,559	430,538	566,019	678,025	606,806	506,077	570,473	653,982	633,034
email.med.yale.edu	-	-	-	-	-	-	115,998	124,157	188,807	157,486	161,682	217,812	229,667	242,800
*Usage for email.med.yale.edu and est	imated usag	ge within MS	Mail post o	ffices was a	dded to total	usage as of		12.,107	100,007	157,100	101,002	217,012	225,007	2 12,000
Details: OVID														
	£ 010	E 750	5 520	E 7.17	4.670	E 1/2	2.646	E 012	4 507	4.042	2.002	2 407	4.755	2.120
1966-75 search sets	5,818	5,752	5,530	5,545	4,678	5,165	3,646	5,213	4,577	4,042	2,883	3,407	4,755	3,138
1976-85 search sets	21,255	22,001	21,843	22,084	17,707	20,593	17,346	18,059	18,191	15,676	11,868	15,733	18,521	17,457
1986-89 search sets	29,664	30,687	29,999	30,913	29,454	31,317	26,603	29,891	29,134	25,355	18,805	23,776	25,638	24,114
1990-present search sets	105,377	96,592	99,365	107,291	104,569	115,069	95,855	112,850	115,640	108,052	91,527	110,977	111,213	88,882
Core Biomedical Collection search s	1,841	1,960	2,152	1,737	1,818	1,249	1,436	3,021	2,386	2,546	1,867	1,023	958	1,334
HealthStar search sets	4,321	2,247	3,502	2,843	1,825	1,514	1,215	2,754	2,864	2,287	1,812	4,229	5,596	4,339
nursing search sets	3,645	2,703	3,175	2,740	2,596	2,358	1,592	3,120	4,208	5,645	1,656	3,159	3,942	2,927
access method: telnet sessions	14,668	13,785	14,558	12,716	11,825	12,688	10,283	12,412	12,453	11,007	8,985	11,239	10,584	10,850
access method: Web sessions	2,231	2,900	3,672	3,471	3,847	4,323	3,731	4,864	5,863	6,503	5,205	7,367	8,272	9,486
access method: Z39.50	434	363	323	284	280	327	296	407	396	261	283	331	407	297

Medical Center Web usage report, March 1998

Top 10 pages accessed by Yale users

this year	<u>last year</u>
Medical Center	Medical Center
Medical Library	Medical Library
MedMenu	School of Medicine
School of Medicine	MedMenu
Desktop Support	Medical Library's Internet search page
Server search	Server search
Medical Library's Internet search page	Desktop Support
EPH Library	MedMenu's informational page about OVID
Find a person	Scientific Affairs and Grant & Contract Administration
Y-Axis (Medical Student Website)	Course evaluations data entry page

	<u>Mar-98</u>	<u>Mar-97</u>	% change
Server total	1,072,451	543,310	97%
Who connected			
Yale	255,054	140,784	81%
other US educational institutions	111,019	64,605	72%
US government & military	13,346	5,811	130%
US commercial institutions	233,881	95,309	145%
US non-profit organizations	8,182	3,672	123%
Major online service providers	120,157	58,692	105%
International	140,954	80,072	76%
# of unique hosts connecting	97,011	58,619	65%
Medical Center	74,592	41,023	82%
Yale-New Haven Hospital	4,309	1,613	167%
School of Medicine	10,227	7,125	44%
School of Nursing	1,342	682	97%
Major resources			
Admissions, School of Medicine*	-	-	-
Computing page	861	520	66%
Core research facilities page	344	181	90%
Education page	258	416	-38%
Emerging Infections Information Network	2,578	2,007	28%
Find a person	2,226	-	-
Find a physician	821	-	-
Medical Library	17,275	12,820	35%
MedMenu	12,732	3329	282%
Mission: Community Service	229	-	-
Mission: Education	741	-	-
Mission: Patient Care	320	-	-
Mission: Research	1,121	-	-
Scientific Affairs and Grant & Contrac Adminis	845	1,346	-37%
Yale Faculty Practice	753	518	45%
Service departments			
Biomedical Communications	537	310	73%
C/AIM	5,508	4,584	20%
Center for Cell Imaging	649	356	82%
Copy Center	158	-	-
Desktop Support	2,488	1,378	81%
Help Desk	196	-	-
Systems Support	305	218	40%

^{*}The application was converted to an Oracle-based application in May 1997.

It is disabled from November - May.

Top 10 pages accessed by external users

this year	<u>last year</u>
Center for Advanced Instructional Media	Center for Advanced Instructional Media
Medical Center page	Medical Center page
School of Medicine	School of Medicine
Server search	Server search
Yale-New Haven Hospital Clinical Workstation	Medical Library
Medical Library	School of Medicine's admissions viewbook
School of Medicine's admissions viewbook	Child Study Center's Autism/PDD Clinic
Child Study Center's Autism/PDD Clinic	Academic departments page
Academic departments page	Yale-New Haven Hospital
Medical Library's Selected Internet Resources database	Emerging Infections Information Network

	<u>Mar-98</u>	<u>Mar-97</u>	% change
Academic Departments**			
Anesthesiology	468	389	20%
BBS	824	348	137%
Boyer Center for Molecular Medicine	702	648	8%
Cancer Center	808	591	37%
Cell Biology	895	610	47%
Cellular & Molecular Physiology	294	269	9%
Child Study Center	974	475	105%
Comparative Medicine	151	82	84%
Dermatology	660	605	9%
Diagnostic Radiology	776	815	-5%
Epidemiology & Public Health	2,339	1549	51%
Genetics	1,355	816	66%
History of Medicine	208	117	78%
Immunobiolog	553	275	101%
Internal Medicin	647	307	111%
Laboratory Medicine	403	189	113%
Neurobiology	741	691	7%
Neurology	753	414	82%
Neuroscience Program	299	240	25%
Neurosurgery	277	129	115%
Obstetrics & Gynecology	401	286	40%
Ophthalmology	809	570	42%
Orthopaedics & Rehabilitation	203	153	33%
Pathology	1,380	679	103%
Pediatrics	723	312	132%
Pharmacology	362	284	27%
Physician Associate Program	982	424	132%
Psychiatry	1,276	808	58%
Surgery	193	315	-39%
Therapeutic Radiology	149	-	-

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

Details for NetMenu Medical Library usage March-98

NIH Consensus Dev. Statement

0 0 -

	total #	of connection	ns		total #	of connectio	ons		total #		
<u>Application</u>	Mar-98	Mar-97	% change	<u>Application</u>	Mar-98	Mar-97	% change	Application	<u>Mar-98</u>	Mar-97	% change
Bibliographic databases				Full text and factual databases	309	292	6%	Breath sounds	10	32	-69%
and search tools	7,607	7,899	-4%	AIDS/Trials/AIDSDrugs/DIRLINE	1	0	-	Cardiac Angio	7	22	-68%
AIDSLINE	4	7	-43%	Academic Press Journals	12	4	200%	Cardiac Auscultation	10	47	-79%
Biosis	21	40	-48%	American Journal of Medicine	20	6	233%	Cardiac Echo	9	20	-55%
Books in Print	8	11	-27%	American Journal of Obstetrics	2	2	0%	Cardiac MRI	12	10	20%
CINAHL	22	9	144%	American Journal of Surgery	3	1	200%	Cardiac Perfusion Imaging: SP	4	1	300%
Current Contents	27	70	-61%	Annals of Internal Medicine	16	2	700%	Cardiac Perfusion Imaging: Pl	0	2	-100%
ERIC	7	10	-30%	Archives of General Psychiatry	14	15	-7%	Cardiothoracic Image Quiz	52	117	-56%
Eureka	8	10	-20%	BMJ	7	6	17%	Cardiothoracic Imaging	20	26	-23%
Expanded Academic Index	4	20	-80%	Britannica Online	7	4	75%	Concise Atlas - Cardiothoracic	22	11	100%
Health Planning and Administration	3	2	50%	Canadian Medical Association Journal	0	2	-	Concise Altas - Chest	20	30	-33%
InfoFinder	73	102	-28%	Circulation	2	0	-	Concise Altas - Extremities	10	26	-62%
MEDLINE	4,911	4,732	4%	Congressional Compass	1	0	-	Concise Altas - Head & Neck	108	64	69%
NLM Locator	0	0	-	Electronic Journals	27	9	200%	Cranial Nerves	148	0	-
OVID Windows Client	16	0	-	ERAS: Electronic Residency App.	1	0	-	Embryo images	22	71	-69%
PsycINFO	161	144	12%	Faculty Research Interests database	6	11	-45%	EPS Review	12	11	9%
Science Citation Index	30	173	-83%	FREIDA	39	31	26%	Extremities Quiz	69	145	-52%
Search term lookup	3	4	-	GenBank	7	16	-56%	Forebrain (Syracuse)	7	12	-42%
Yale Library Catalog (OPAC)	2,309	2,565	-10%	History of Science & Technology	3	24	-88%	Gross Anatomy Review	111	115	-3%
Yale Information Sources Directory	0	0	-	Journal of Biological Chemistry	8	8	0%	HARP (Histological Anatomy Review)	11	8	38%
•				Journal of Bone & Joint Surgery	1	0	-	Head and Neuroanatomy Quiz	52	0	-
Email/news/networks	23,159	20,475	13%	Journal of Clinical Investigation	1	0	-	Head Quiz	211	242	-13%
Biomed Email	10,397	10,925	-5%	Journal of Molecular Biology	1	1	_	Histology Quizbank	10	6	67%
Bulldog Access	5	25	-80%	JAMA	12	4	200%	Histology Video Review	11	11	0%
MEDINFO (Yale-New Haven gopher)	0	0	-	Lancet	5	4	25%	HyperCELL	9	5	80%
NIH gopher	0	0	_	Legislate	0	0	-	Hyperheart	15	7	114%
Pantheon/Minerva	2,785	2,401	16%	Micromedex	10	10	0%	Interactive Brain Atlas	20	34	-41%
World Wide Web	9,960	7,094	40%	MMWR	5	4	25%	Interactive Histology	0	0	-
YaleInfo	12	30	-60%	Network Entrez	1	3	-67%	Interactive Respiratory Physiology	19	11	73%
Talemio	12	50	0070	New England Journal of Medicine	9	10	-10%	KINEMAGE	6	3	100%
word processing & utilities (CRL)	0	520	-100%	NEXIS	45	61	-26%	Lazy Eye	50	21	138%
Epi Info	0	24	-100%	Nucleic Acids Research	0	0	2070	MacBaby	43	74	-42%
Excel for Windows	0	64	-100%	OMIM/GDB	1	8	-88%	Microbiology Quizbank	42	32	31%
Format disk	0	12	-100%	OncoDisc	0	0	-	Neuroanatomy Review	19	35	-46%
FTP for Windows	0	28	-10070	Pediatrics	4	4	0%	Neuron Model: Tutorial	9	15	-40%
Health Risk Appraisal	0	1		Phone Books	7	11	-36%	Neuron Model: Current Clamp	5	12	-4070
Virus Scanner (F-PROT)	0	11		Science	22	22	-3070	Neuron Model: Voltage Clamp	4	14	-71%
Wordperfect for Windows	0	380	-100%	Scientific American Medicine Consult	5	3	67%	Pathology Quizbank	128	192	-33%
wordpericer for windows	Ü	360	-100/0	Yellow Pages	0	0	0770	Perineum Quiz	119	153	-22%
Grant and research information	4	7	-43%	YNHH Nursing Organization and Practice Mar	4	6	-33%	PreTest (7 different fields)	12	19	-37%
Annual grant deadlines	0	0	-43 /0	1141111 Hursing Organization and Fractice Mar	7	O	-3370	Superhead	93	70	33%
Community of Science	1	0	-	Medical Education	2,093	2,353	-11%	Thorax Quiz	76	123	-38%
CT CRISP	1	1	0%	Abdomen Quiz	166	185	-11 /6	USMLE Step 1	58	64	-9%
IRIS	2	6	-67%	Anatomic Explorer	48	33	45%	USMLE Step 1 USMLE Step 2	42	53	-21%
NIH Guide to Grants & Contracts	0	0	-0 / 70	Anatomic Explorer Anatomic Explorer CT	48 35	21	43% 67%	Wheater's Interactive Histology	42 6	2	200%
1411 Guide to Grants & Contracts	U	U	-	•		32	13%	wheater's interactive Histology	0	2	∠∪∪%
Clinical assistance	1	5	-80%	Animated Embryo	36 31	32 39					
	1 0	1		Brainstem		39 0	-21%				
Coag Advisor	0	-	-100%	Brainstem Quiz	36	75	760/				
DXplain	0	0	-	Brainstorm	18	15	-76%	•			
Hepatitis Advisor	0	U	-								

Details for NetMenu Hospital usage March-98

	total # of c	onnections			total # of c	onnections	
Application	<u>Mar-98</u>	<u>Mar-97</u>	% change	<u>Application</u>	<u>Mar-98</u>	<u>Mar-97</u>	% change
Hospital information systems	24,466	25,227	-3%	Full text and factual databases	2,229	2,339	-5%
CCSS	11,949	12,922	-8%	AIDSDrugs/Trials/Line-Bioethic	0	0	-
ChartView	753	320	135%	Delineation of Clinical Privileges	28	13	115%
Clinical laboratory	10,292	11,543	-11%	Electronic Journals	0	0	-
Diagnostic Imaging	220	123	79%	Harrison's	383	343	12%
EPIC	606	109	456%	Infection Control Manual	0	0	-
Electronic Signature (ESA)	469	0	-	JCAHO Accreditation Manual	70	18	289%
Surgical Pathology	177	210	-16%	Little Brown Handbooks	213	156	37%
				Merck Manual	95	95	0%
Bibliographic databases and search tools	1,738	1,587	10%	Micromedex	1,006	1,297	-22%
CINAHL	131	142	-8%	New England Journal of Medicine	217	186	17%
Current Contents	0	0	-	Nursing Procedures Manual	0	0	-
Health Planning and Administration	50	49	2%	Red Book on Pediatric Infections	22	34	-35%
HealthSTAR-OVID	0	0	-	Residents Reprint Project	0	0	-
MEDLINE	1,472	1,313	12%	Rosen's Emergency Medicine	54	45	20%
Yale Library Catalog (OPAC)	85	83	2%	STAT!-Reference	96	105	-9%
				YNHH Formulary	0	0	-
Word processing & utilities	1,278	1,650	-23%	YNHH Documents	0	0	-
Clinical Workstation locations	74	63	17%	YNHH Physician Phone Book	45	47	-4%
Format disk	28	55	-49%	·			
Virus scan	39	51	-24%	Email/news/networks	12,946	10,037	29%
Wordperfect	1,137	1,481	-23%	Biomed Email	1,094	979	12%
				Find People at YNHH/Yale	0	0	_
Procedure recorders	429	313	37%	GroupWise Email	2,426	2,051	18%
ED	37	0	-	Internet access	9,426	7,007	35%
Medicine	67	65	3%				
Ob/Gyn	173	127	36%	Clinical Assistance	35	28	25%
Surgery	152	121	26%	Coag Advisor	35	28	25%