

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

<u>Type of application</u>	<u>this month</u>	<u>Mar-97</u>	<u>% change</u>
AS/400 applications	9,831	-	-
CINAHL	623	415	50%
Core Biomedical Collection	1,334	1,026	30%
Clinical Reporting System (CRS)	625	-	-
accesses per user per month	8	-	-
Current Contents	3,209	3,931	-18%
Electronic mail (# messages sent)*	875,834	564,961	55%
messages per user per day	4.5	3.6	26%
HealthSTAR	646	304	113%
MEDLINE	20,620	17,053	21%
searches per active user per month	8.9	7.4	21%
Medical Center World Wide Web			
Medical Center home page	74,592	41,023	82%
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%

Background information

Personal computers as of 12/97
Electronic mail users as of 7/97
Networked computers as of 3/98
Full-time faculty, 1997-98
Medical & graduate students, 1997-98
Residents & postdocs, 1997-98
Full-time staff, 1997-98
Nursing staff, 1997-98
Number of beds, 1997-98

Schools of Hospital Medicine & Nursing

2,200	6,800
1,000	5,492
1,575	4,200
-	1,278
-	1,118
440	1,127
3,526	2,267
1,659	-
900	-

System outages

Meeting Maker server.

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

Help Desk	change from		Type of call	# of calls		resolved by Help Desk		resolved within turnaround time	
	<u>this month</u>	<u>last month</u>		<u>this month</u>	<u>last month</u>	<u>this month</u>	<u>last month</u>	<u>this month</u>	<u>last month</u>
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%

Network installations

	change from		NetMenu workstations	Library NetMenu			Hospital NetMenu		
	<u>this month</u>	<u>last month</u>		# of connections			# of connections		
			<u>Type of application</u>	<u>this month</u>	<u>Mar-97</u>	<u>% change</u>	<u>this month</u>	<u>Mar-97</u>	<u>% change</u>
# of new orders	70	8%	Medical Education	2,093	2,353	-11%	-	-	-
# completed	39	8%	Bibliographic databases & search	7,607	7,899	-4%	1,738	1,587	10%
# open orders	100	15%	Full text & factual databases	309	292	6%	2,229	2,339	-5%
waiting for Telecomm	26	73%	Grant & research information	4	7	-43%	-	-	-
waiting for Desktop Support	74	3%	Clinical assistance	1	5	-80%	35	28	25%
median days from order to install	22	-24%	Email/news/networks	23,159	20,475	13%	12,946	10,037	29%
days for Telecom install	5	-62%	Word processing & utilities	0	520	-100%	1,278	1,650	-23%
days for Desktop Support install	16	0%	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

	<u>Feb-97</u>	<u>Mar-97</u>	<u>Apr-97</u>	<u>May-97</u>	<u>Jun-97</u>	<u>Jul-97</u>	<u>Aug-97</u>	<u>Sep-97</u>	<u>Oct-97</u>	<u>Nov-97</u>	<u>Dec-97</u>	<u>Jan-98</u>	<u>Feb-98</u>	<u>Mar-98</u>
Summary														
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	-	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	-	-	-	-	-	-	-	-	3	47	43	27	55	14
Space Inventory System	-	-	-	-	-	82	232	264	66	61	45	41	23	39
Student Research	-	-	-	-	-	-	1	28	50	4	3	43	32	44
Student Systems	-	-	-	-	-	-	481	518	524	502	373	404	464	516
Support Services	-	-	-	-	-	408	216	233	151	177	78	93	97	140
System Administration	-	-	-	-	-	-	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 estimated usage within MS Mail post offices was added to total usage as of 8/97.

Details: OVID

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

<u>this year</u>	<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

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
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>	<u>% change</u>
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 & Contract 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.

	<u>Mar-98</u>	<u>Mar-97</u>	<u>% change</u>
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%
Immunobiology	553	275	101%
Internal Medicine	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 Hospital usage
March-98**

<u>Application</u>	<u>total # of connections</u>		
	<u>Mar-98</u>	<u>Mar-97</u>	<u>% change</u>
Hospital information systems	24,466	25,227	-3%
CCSS	11,949	12,922	-8%
ChartView	753	320	135%
Clinical laboratory	10,292	11,543	-11%
Diagnostic Imaging	220	123	79%
EPIC	606	109	456%
Electronic Signature (ESA)	469	0	-
Surgical Pathology	177	210	-16%
Bibliographic databases and search tools	1,738	1,587	10%
CINAHL	131	142	-8%
Current Contents	0	0	-
Health Planning and Administration	50	49	2%
HealthSTAR-OVID	0	0	-
MEDLINE	1,472	1,313	12%
Yale Library Catalog (OPAC)	85	83	2%
Word processing & utilities	1,278	1,650	-23%
Clinical Workstation locations	74	63	17%
Format disk	28	55	-49%
Virus scan	39	51	-24%
Wordperfect	1,137	1,481	-23%
Procedure recorders	429	313	37%
ED	37	0	-
Medicine	67	65	3%
Ob/Gyn	173	127	36%
Surgery	152	121	26%

<u>Application</u>	<u>total # of connections</u>		
	<u>Mar-98</u>	<u>Mar-97</u>	<u>% change</u>
Full text and factual databases	2,229	2,339	-5%
AIDS/Drugs/Trials/Line-Bioethic	0	0	-
Delineation of Clinical Privileges	28	13	115%
Electronic Journals	0	0	-
Harrison's	383	343	12%
Infection Control Manual	0	0	-
JCAHO Accreditation Manual	70	18	289%
Little Brown Handbooks	213	156	37%
Merck Manual	95	95	0%
Micromedex	1,006	1,297	-22%
New England Journal of Medicine	217	186	17%
Nursing Procedures Manual	0	0	-
Red Book on Pediatric Infections	22	34	-35%
Residents Reprint Project	0	0	-
Rosen's Emergency Medicine	54	45	20%
STAT!-Reference	96	105	-9%
YNHH Formulary	0	0	-
YNHH Documents	0	0	-
YNHH Physician Phone Book	45	47	-4%
Email/news/networks	12,946	10,037	29%
Biomed Email	1,094	979	12%
Find People at YNHH/Yale	0	0	-
GroupWise Email	2,426	2,051	18%
Internet access	9,426	7,007	35%
Clinical Assistance	35	28	25%
Coag Advisor	35	28	25%