

**Information Technology Services - Medicine**  
**Monthly Report**  
**August 1998**

**Highlights and milestones**

- The client survey reconciliation was completed
- The first monthly billing from the new Remedy system was successful
- The Meeting Maker Upgrade was successfully completed
- The annual ITS-Med resource usage summary was completed.
- Project X: Kronos implementation and support was begun for the School of Medicine
- 73% of work orders were completed within turnaround time limits, a decrease of 14% from July

**Information Technology-Medicine Monthly Report  
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**Applications**

<u>Type of application</u>	<u>this month</u>	<u>Aug-97</u>	<u>% change</u>
AS/400 applications	10,497	8,173	-
CINAHL	232	247	-6%
Biosis	499	-	-
Clinical Reporting System (CRS)	368	495	-26%
accesses per user per month	5	7	-20%
Current Contents	1,209	3,181	-62%
Electronic mail (# messages sent)*	426,247	409,902	4%
messages per user per day	2.2	3	-20%
HealthSTAR	191	241	-21%
MEDLINE	13,935	14,301	-3%
searches per active user per month	5.7	6	-8%
PsycInfo	913	-	-
Medical Center World Wide Web			
Medical Center home page	80,248	48,644	65%
Hospital home page	5,789	1,902	204%
School of Medicine home page	12,397	10,087	23%
Medical Library home page	9,884	15,641	-37%

**Help Desk calls**

	<u>this month</u>	<u>change from last month</u>
Total calls	2,736	8%
Calls generating work orders	12%	-
Calls per day	130	13%
% of ITS-Med clients using Help Desk	41%	-
# of callers	1,328	4%
# of Yale affiliates using Web page	<i>not available for August</i>	

Call source

phone	91.4%	-1%
email	1.0%	-99%
answering service	7.5%	-89%

Types of calls

Call from staff	57	30%
Call transfer	342	5%
Complaint	12	0%
Compliment	2	-33%
Follow-up to existing order	85	2%
Information request	621	16%
New service	69	21%
Other	167	-11%
Problem report	1157	1%
Service cancellation	13	-28%
Status inquiry	137	12%

**NetMenu workstations**

	<u>this month</u>	<u>8/1/1997</u>	<u>% change</u>
	<u>(MedMenu)</u>	<u>(NetMenu)</u>	
<b>Total connections</b>	<b>24,625</b>	<b>12,960</b>	<b>90%</b>
connections from Library	79%	-	-
connections from outside Library	21%	-	-

**Background information**

	<u>Hospital</u>	<u>Schools of Medicine &amp; Nursing</u>
Personal computers as of 8/98	2,100	6,800
Electronic mail users as of 8/98	1,700	6,320
Networked computers as of 9/98	1,700	4,394
Full-time faculty, 1997-98	-	1,278
Medical & graduate students, 1997-98	-	1,118
Residents & postdocs, 1997-98	440	1,127
Full-time staff, 1997-98	3,526	2,267
Nursing staff, 1997-98	1,659	-
Number of beds, 1997-98	900	-

**ITS-Med clients**

Core network service	4205
Basic service	0
Machine-only service	773
Email-only service	118
On-campus dial-up service	113
Virus protection	853
Scheduling	770
Remote access	109

**Work orders**

	<u>this month</u>	<u>change from last month</u>	<u>Turnaround met</u>	<u>change from last month</u>
Work orders added	1,057	-20%		
Work orders completed	1,046	11%		
Billable work orders	87.1%	-99%		
Tasks added	1,146	-18%		
Tasks completed	1,196	1%	73%	-14%
Normal priority	75%	-25%	74.9%	-16%
Emergency priority	26%	-99%	66.9%	-3%
Unsupported priority	1%	-94%	94.0%	-
Problem reports	334	-15%	94%	2%
New services	611	73%	61%	-24%
Service cancellations	52	-45%	89%	1%

**Network installations**

	<u>this month</u>	<u>change from last month</u>
# of new circuits ordered	56	-66%
# completed	88	487%
# open orders	<i>not available</i>	
waiting for Telecomm	<i>not available</i>	
waiting for Desktop Support	<i>not available</i>	
median days from order to install	19	-41%
days for Telecom install	12	20%
days for Desktop Support install	7	-68%

**Hospital NetMenu**

	<u>this month</u>	<u>Aug-97</u>	<u>% change</u>
	<b>38,271</b>	<b>36,288</b>	<b>5%</b>
	351	349	1%

## Overall usage for selected databases

	<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>	<u>Apr-98</u>	<u>May-98</u>	<u>Jun-98</u>	<u>Jul-98</u>	<u>Aug-98</u>
<b>Summary</b>														
AS/400 applications	11,815	8,173	10,164	10,696	8,299	7,127	10,249	8,984	9,831	9,730	9,772	12,915	14,459	10,497
Clinical Reporting System (CRS)	490	495	597	578	516	484	595	511	555	500	449	561	314	368
OVID sessions	17,333	14,301	17,676	18,707	17,768	14,468	18,931	19,258	20,620	20,905	15,843	16,120	16,859	13,935
Medical Center Web server	682,546	705,680	768,257	921,490	827,327	733,452	954,720	974,557	1,072,451	1,052,005	997,452	1,011,068	1,002,890	1,040,921
Electronic mail messages sent	384,559	546,536	690,176	866,832	764,292	667,759	788,285	883,649	875,834	1,103,450	949,851	777,328	772,938	568,329

### Details: AS/400 applications

Animal Care and Use Committee	142	107	90	117	78	41	93	80	107	70	137	129	83	129
Business Management Systems	13	64	81	84	73	56	84	79	76	96	70	123	115	105
Clinical G/L Interface	-	4	15	9	6	9	7	3	0	10	8	23	26	18
Clinical Information	26	3	1	4	6	1	7	1	7	2	11	3	3	5
Clinical Information - Reports	-	-	5	5	2	2	3	2	0	3	4	4	3	3
Diagnostic Laboratory	379	174	298	281	297	194	226	232	272	287	355	259	350	275
Graduate and Continuing Education	-	46	66	64	49	52	60	53	60	64	3	69	65	53
Grants and Contracts	92	225	324	389	315	311	402	385	316	291	70	325	388	338
Grants and Contracts - Reports	-	38	83	19	57	37	59	38	13	15	54	18	10	21
Human Investigation Committee	-	74	109	84	93	70	75	89	91	86	39	82	69	67
Human Resources (CHR) - Inquiry	-	106	88	69	76	49	38	31	50	34	252	55	68	65
Human Resources (CHR) - Merit	-	62	51	21	43	15	45	24	19	340	1,988	1,209	301	58
Human Resources (CHR) - Reports	-	4	11	-	5	4	6	3	7	31	74	27	12	1
Human Resources - General	-	58	61	107	83	80	94	78	64	44	61	52	35	27
Human Resources - Inquiry	-	2,029	2,525	2,805	2,157	1,890	2,806	2,623	2,694	2,688	1,861	3,468	4,072	3,222
Human Resources - Profiles	-	3,641	4,325	4,975	3,376	3,185	4,820	3,753	4,400	4,052	3,415	5,699	7,614	4,579
Human Resources - Reports	-	140	179	218	231	140	312	310	262	244	253	178	188	297
Internal Medicine	-	12	34	36	53	90	74	27	4	1	0	6	19	13
MED5 - Reports	-	6	2	3	11	0	1	2	1	1	0	1	2	3
Physician Associates Program	-	-	-	3	47	43	27	55	14	21	16	3	5	0
Space Inventory System	82	232	264	66	61	45	41	23	39	29	64	23	15	76
Student Research	-	1	28	50	4	3	43	32	44	1	0	57	7	38
Student Systems	-	481	518	524	502	373	404	464	516	455	21	484	409	479
Support Services	408	216	233	151	177	78	93	97	140	148	386	137	175	161
System Administration	-	317	450	270	242	100	128	229	245	441	537	213	100	162
Yale Animal Resource Center	48	99	310	318	252	234	259	233	324	236	51	262	323	295
Other/Miscellaneous	7,330	34	13	24	3	25	42	38	66	40	42	6	2	7

### Details: Electronic mail

Electronic mail total*	<b>384,559</b>	<b>546,536</b>	<b>690,176</b>	<b>866,832</b>	<b>764,292</b>	<b>667,759</b>	<b>788,285</b>	<b>883,649</b>	<b>875,834</b>	<b>1,103,450</b>	<b>949,851</b>	<b>777,328</b>	<b>772,938</b>	<b>568,329</b>
PMDF	384,559	430,538	566,019	678,025	606,806	506,077	570,473	653,982	633,034	800,676	678,282	600,109	600,849	568,329
email.med.yale.edu	-	115,998	124,157	188,807	157,486	161,682	217,812	229,667	242,800	302,774	271,569	177,219	172,089	not avail*

\*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

Biosis													559	499
CINAHL													194	150
Compendex													158	90
Current Contents													1,281	1,209
Full-Text Journal Collections													3,028	2,079
HAPI													35	24
HealthStar													285	191
MEDLINE, current segment													8,172	6,552
MEDLINE back files													7,215	2,044
PsychInfo													925	913
access method: telnet sessions	12,688	10,283	12,412	12,453	11,007	8,985	11,239	10,584	10,850	9,938	7,597	7,330	6,909	5,910
access method: Web sessions	4,323	3,731	4,864	5,863	6,503	5,205	7,367	8,272	9,486	10,760	7,826	8,181	9,361	7,472
access method: Z39.50	327	296	407	396	261	283	331	407	297	218	432	628	591	552

# Medical Center Web usage report, August 1998

## Top 10 pages accessed by Yale users

<u>this year</u>	<u>last year</u>
Medical Center	Medical Center
MedMenu	Medical Library
Medical Library	School of Medicine
School of Medicine	MedMenu
Child Study Center	Medical Library's Internet search page
Desktop Support	Desktop Support
Medical Library's search page	Server search
Keck DNA sequencing database	Scientific Affairs and Grant & Contract Administration
Server search	Medical Library's other Yale sites page
Computer Resource Lab	Medical Library's Selected Internet Resources

## 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	School of Medicine
School of Medicine's admissions viewbook	Medical Center page
School of Medicine	Server search
Yale-New Haven Hospital Clinical Workstation	School of Medicine's admissions viewbook
Medical Library	Medical Library
Academic departments page	Academic departments page
Server search	Yale-New Haven Hospital
Medical Library's Selected Internet Resources	Child Study Center's Autism page
Medical Library's search page	Epidemiology & Public Health

*Note: A disk space shortage destroyed the usage data for 8/6-8/31. Usage is estimated based on the first 5 days of the month.*

	<u>Aug-98</u>	<u>Aug-97</u>	<u>% change</u>		<u>Aug-98</u>	<u>Aug-97</u>	<u>% change</u>
<b>Server total</b>	<b>1,040,921</b>	<b>705,680</b>	48%	<b>Academic Departments**</b>			
<b>Who connected</b>				Anesthesiology	336	374	-10%
Yale	257,460	137,228	88%	BBS	1,148	824	39%
other US educational institutions	92,050	80,369	15%	Boyer Center for Molecular Medicine	707	593	19%
US government & military	13,755	10,099	36%	Cancer Center	1,064	609	75%
US commercial institutions	241,535	149,396	62%	Cell Biology	840	610	38%
US non-profit organizations	12,390	6,845	81%	Cellular & Molecular Physiology	308	262	18%
Major online service providers	120,372	74,287	62%	Child Study Center	2,863	490	484%
International	125,272	98,489	27%	Comparative Medicine	168	114	47%
<b># of unique hosts connecting</b>	<b>112,203</b>	<b>64,823</b>	73%	Dermatology	1,204	467	158%
				Diagnostic Radiology	672	765	-12%
<b>Medical Center</b>	<b>80,248</b>	<b>46,987</b>	71%	Epidemiology & Public Health	2,646	2106	26%
<b>Yale-New Haven Hospital</b>	<b>5,789</b>	<b>1,874</b>	209%	Genetics	805	454	77%
<b>School of Medicine</b>	<b>12,397</b>	<b>9,019</b>	37%	History of Medicine	364	122	198%
<b>School of Nursing</b>	<b>1,309</b>	<b>1047</b>	25%	Immunobiology	567	356	59%
<b>Major resources</b>				Internal Medicine	987	386	156%
Admissions, School of Medicine	587	629	-7%	Laboratory Medicine	427	273	56%
Computing page	1,337	579	131%	Neurobiology	875	589	49%
Core research facilities page	350	203	72%	Neurology	637	419	52%
Education page	238	196	21%	Neuroscience Program	413	421	-2%
Emerging Infections Information Network	1,141	2,044	-44%	Neurosurgery	245	160	53%
Find a person	2,205	-	-	Obstetrics & Gynecology	385	281	37%
Find a physician	896	-	-	Ophthalmology	518	513	1%
Medical Library	9,884	13,070	-24%	Orthopaedics & Rehabilitation	147	197	-25%
MedMenu	39,214	5351	633%	Pathology	1,659	875	90%
Mission: Community Service	273	-	-	Pediatrics	644	327	97%
Mission: Education	868	-	-	Pharmacology	385	373	3%
Mission: Patient Care	350	-	-	Physician Associate Program	1,057	734	44%
Mission: Research	1,001	-	-	Psychiatry	1,253	816	54%
Scientific Affairs and Grant & Contract Adminis	763	1,300	-41%	Surgery	238	306	-22%
Yale Faculty Practice	882	568	55%	Therapeutic Radiology	147	150	-2%
<b>Service departments</b>							
Biomedical Communications	322	334	-4%				
C/AIM	4,669	4,009	16%				
Center for Cell Imaging	427	327	31%				
Copy Center	77	61	26%				
Desktop Support	2,331	1261	85%				
Help Desk	224	135	66%				
Systems Support	210	175	20%				

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



**Details for NetMenu Hospital usage  
August-98**

<u>Application</u>	<u>total # of connections</u>			<u>Application</u>	<u>total # of connections</u>		
	<u>Aug-98</u>	<u>Aug-97</u>	<u>% change</u>		<u>Aug-98</u>	<u>Aug-97</u>	<u>% change</u>
<b>Hospital information systems</b>	<b>21,943</b>	<b>20,118</b>	<b>9%</b>	<b>Full text and factual databases</b>	<b>1,600</b>	<b>2,599</b>	<b>-38%</b>
CCSS	11,510	10,522	9%	Delineation of Clinical Privileges	16	29	-45%
ChartView	1,306	621	110%	Harrison's	295	341	-13%
Clinical laboratory	7,926	8,080	-2%	JCAHO Accreditation Manual	10	16	-38%
Diagnostic Imaging	96	142	-32%	Little Brown Handbooks	132	172	-23%
EPIC	438	534	-18%	Merck Manual	51	85	-40%
Electronic Signature (ESA)	608	-	-	Micromedex	758	1,629	-53%
Surgical Pathology	59	219	-73%	New England Journal of Medicine	161	146	10%
				Red Book on Pediatric Infections	28	25	12%
<b>Bibliographic databases and search tools</b>	<b>712</b>	<b>1,447</b>	<b>-51%</b>	Rosen's Emergency Medicine	21	35	-40%
CINAHL	77	76	1%	STAT!-Reference	96	75	28%
Current Contents	0	1		YNHH Physician Phone Book	32	46	-30%
Health Planning and Admin.	35	33	-	<b>Email/news/networks</b>	<b>12,486</b>	<b>10,330</b>	<b>21%</b>
MEDLINE	541	1,246	-57%	Biomed Email	607	992	-39%
Yale Library Catalog (OPAC)	59	91	-35%	GroupWise Email	1,689	2295	-26%
				Internet access	10,190	7043	45%
<b>Word processing &amp; utilities</b>	<b>1,198</b>	<b>1,404</b>	<b>-15%</b>	<b>Clinical Assistance</b>	<b>22</b>	<b>34</b>	<b>-35%</b>
Clinical Workstation locations	63	65	-3%	Coag Advisor	22	34	-35%
Format disk	14	48	-71%				
Virus scan	18	47	-62%				
Wordperfect	1,103	1244	-11%				
<b>Procedure recorders</b>	<b>310</b>	<b>348</b>	<b>-11%</b>				
ED	54	31	-				
Medicine	47	84	-44%				
Ob/Gyn	92	127	-28%				
Surgery	117	106	10%				