

Information Technology Services - Medicine
Monthly Report
October 1998

Highlights and milestones

- CAIM and the Howard Hughes Medical Institute successfully completed a beta test of the Howard Hughes Medical Institute Laboratory Safety Web based training program. The Beta test took place at three HHMI research facilities including Yale University. The official release of the HHMI/CAIM collaboration should take place in December.
- CAIM has entered into an agreement with the University of Maryland to Provide U of M with three Web based laboratory training courses originally developed for the Yale Office of Environmental Health and Safety.
- Client conversions were completed for the 32bit Graduate Student Payroll System
- IDX Ad Hoc Reporting system, the OPS "Patient Inquiry Form System", and Report Additions to the Clinical Reporting System went live
- The first Optical Scanning Project was successfully completed
- Calls to the Help Desk were 12% higher than the 90-day average. There were large increases in calls about outages (133%), printer problems (31%), network access problems (31%), and status requests (19%).
- Thirty-nine-percent more tasks were recorded in the Remedy database in October than the 90 day average, primarily due to the email conversion project.



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

Applications

<u>Type of application</u>	<u>this month</u>	<u>Oct-97</u>	<u>% change</u>
AS/400 applications	10,852	10,164	7%
CINAHL	472	469	1%
Biosis	945	-	-
Clinical Reporting System (CRS)	345	597	-42%
accesses per user per month	5	8	-29%
Current Contents*	2,289	4,817	-52%
Electronic mail (# messages sent)**	899,060	690,176	30%
messages per user per day	4.7	4	17%
HealthSTAR	390	433	-10%
MEDLINE	20,025	17,676	13%
searches per active user per month	6.5	7	-4%
Psychinfo	1,868	-	-
Medical Center World Wide Web			
Medical Center home page	91,408	51,428	78%
Hospital home page	6,684	1,847	262%
School of Medicine home page	14,541	10,424	39%
Medical Library home page	11,758	14,064	-16%

*Basis version discontinued as of 7/98, automatic searches no longer included.
**email.med.yale.edu logs broken as of 8/98.

Help Desk calls

	<u>this month</u>	<u>change from 90 day average</u>
Total calls	3,399	12%
Calls per day	155	9%
% of ITS-Med clients using Help Desk	40%	-5%
# of Yale affiliates using Web page	<i>not available for October</i>	
% of calls rolling over to answering service	19.0%	54%

Types of calls

	<u>this month</u>	<u>change from 90 day average</u>
Call transfer	222	-22%
Complaint	15	-21%
Information request	666	0%
Remote Access	62	-23%
Eudora	60	-19%
Web/Netscape	50	52%
Netscape Mail	40	25%
Network access	37	-5%
Problem report	1581	19%
Printer	190	31%
Outage	177	133%
Operating System	163	15%
Eudora	161	-1%
Network access problem	160	31%
Status inquiry	179	19%
Departments overcalling	Internal Medicine, Pediatrics, OB/GYN, Student Affairs	
Departments undercalling	OPS, ITS-Central,	

NetMenu workstations

<u>Type of application</u>	<u>Library # of connections</u>			<u>Hospital NetMenu # of connections</u>		
	<u>this month (MedMenu)</u>	<u>Oct-97 (NetMenu)</u>	<u>% change</u>	<u>this month</u>	<u>Oct-97</u>	<u>% change</u>
Total	37,899	25,417	49%	40,205	37,864	6%
connections from Library	95%			369	361	2%
connections from outside Library	5%					

Background information

	<u>Hospital</u>	<u>Schools of Medicine & 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	-

Work orders

	<u>change from this month</u>	<u>change from 90 day average</u>	<u>Turnaround met this month</u>	<u>change from last month</u>
Tasks added	1753	39%		
Tasks completed	1429	19%	77%	-8%
Delayed work orders	93	41%		
Billable work orders	79.1%	-8%		
Normal priority	75%	1%	78%	-11%
Emergency priority	24%	-2%	75%	5%
Problem reports	446	30%	99%	4%
Printer	104	58%	100%	4%
Network access	92	51%	100%	2%
Operating System	87	30%	100%	10%
IDX	35	133%	100%	2%
New services	967	81%	69%	-13%
Email conversion: MS Mail	147	65%	92%	-8%
OGF	80	-	80%	-
Swap	77	28%	50%	-32%
Install machine	71	78%	57%	-28%
Netscape Mail	61	917%	90%	20%
Remote access	50	6%	100%	19%
Reconfigure for new user	48	182%	34%	-48%
Service cancellations	48	-21%	100%	9%
Departments over-ordering			Internal Medicine, Facilities, Office for Women in Medicine, Diagnostic Radiology	
Departments under-ordering			OPS, ITS-University, HHMI, OB/GYN, Anesthesiology	

Network installations

	<u>this month</u>	<u>change from last month</u>
# of new circuits ordered	54	-55%
# completed	98	56%
# open orders	not avail.	not avail.
waiting for Telecomm	not avail.	not avail.
waiting for Desktop Support	not avail.	not avail.
median days from order to install	34	-9%
days for Telecom install	18	-3%
days for Desktop Support install	16	-16%

Overall usage for selected databases

	<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>	<u>Sep-98</u>	<u>Oct-98</u>
Summary													
AS/400 applications	10,696	8,299	7,127	10,249	8,984	9,831	9,730	9,772	12,915	14,459	10,497	10,613	10,852
Clinical Reporting System (CRS)	578	516	484	595	511	555	500	449	561	314	368	372	345
OVID sessions	18,707	17,768	14,468	18,931	19,258	20,620	20,905	15,843	16,120	16,859	13,935	17,604	20,025
Medical Center Web server	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	1,220,255	1,376,407
Electronic mail messages sent	866,832	764,292	667,759	788,285	883,649	875,834	1,103,450	949,851	777,328	772,938	568,329	782,760	899,060

Details: AS/400 applications

Animal Care and Use Committee	117	78	41	93	80	107	70	137	129	83	129	124	136
Business Management Systems	84	73	56	84	79	76	96	70	123	115	105	120	122
Clinical G/L Interface	9	6	9	7	3	0	10	8	23	26	18	10	10
Clinical Information	4	6	1	7	1	7	2	11	3	3	5	4	0
Clinical Information - Reports	5	2	2	3	2	0	3	4	4	3	3	1	2
Diagnostic Laboratory	281	297	194	226	232	272	287	355	259	350	275	216	286
Graduate and Continuing Education	64	49	52	60	53	60	64	3	69	65	53	60	72
Grants and Contracts	389	315	311	402	385	316	291	70	325	388	338	372	442
Grants and Contracts - Reports	19	57	37	59	38	13	15	54	18	10	21	32	125
Human Investigation Committee	84	93	70	75	89	91	86	39	82	69	67	82	70
Human Resources (CHR) - Inquiry	69	76	49	38	31	50	34	252	55	68	65	67	43
Human Resources (CHR) - Merit	21	43	15	45	24	19	340	1,988	1,209	301	58	62	48
Human Resources (CHR) - Reports		5	4	6	3	7	31	74	27	12	1	4	0
Human Resources - General	107	83	80	94	78	64	44	61	52	35	27	47	53
Human Resources - Inquiry	2,805	2,157	1,890	2,806	2,623	2,694	2,688	1,861	3,468	4,072	3,222	3,340	3,738
Human Resources - Profiles	4,975	3,376	3,185	4,820	3,753	4,400	4,052	3,415	5,699	7,614	4,579	4,698	4,463
Human Resources - Reports	218	231	140	312	310	262	244	253	178	188	297	214	167
Internal Medicine	36	53	90	74	27	4	1	0	6	19	13	12	31
MED5 - Reports	3	11	0	1	2	1	1	0	1	2	3	1	2
Physician Associates Program	3	47	43	27	55	14	21	16	3	5	0	1	19
Space Inventory System	66	61	45	41	23	39	29	64	23	15	76	179	68
Student Research	50	4	3	43	32	44	1	0	57	7	38	13	43
Student Systems	524	502	373	404	464	516	455	21	484	409	479	322	285
Support Services	151	177	78	93	97	140	148	386	137	175	161	179	173
System Administration	270	242	100	128	229	245	441	537	213	100	162	152	139
Yale Animal Resource Center	318	252	234	259	233	324	236	51	262	323	295	293	298
Other/Miscellaneous	24	3	25	42	38	66	40	42	6	2	7	8	17

Details: Electronic mail

Electronic mail total	866,832	764,292	667,759	788,285	883,649	875,834	1,103,450	949,851	777,328	772,938	568,329	782,760	899,060
PMDF	678,025	606,806	506,077	570,473	653,982	633,034	800,676	678,282	600,109	600,849	568,329	782,760	899,060
email.med.yale.edu	188,807	157,486	161,682	217,812	229,667	242,800	302,774	271,569	177,219	172,089	not avail*	not avail*	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	1,289	945
CINAHL										194	150	312	472
Compendex										158	90	162	141
Current Contents										1,281	1,209	1,485	2,289
Full-Text Journal Collections	1,639	2,183	2,519	2,241	2,486	2,645	2,839		2,528	3,028	2,079	2,790	1,763
HAPI										35	24	71	81
HealthStar										285	191	254	390
MEDLINE, current segment										8,172	6,552	7,768	7,466
MEDLINE back files										7,215	2,044	6,747	6,086
PsychInfo										925	913	1,306	1,868
access method: telnet sessions	12,453	11,007	8,985	11,239	10,584	10,850	9,938	7,597	7,330	6,909	5,910	7,270	6,862
access method: Web sessions	5,863	6,503	5,205	7,367	8,272	9,486	10,760	7,826	8,181	9,361	7,472	9,962	12,796
access method: Z39.50	396	261	283	331	407	297	218	432	628	591	552	417	371

Medical Center Web usage report, October 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	MedMenu
EPH Library	School of Medicine
School of Medicine	Desktop Support
Desktop Support	Medical Library's Internet search page
MB&B midterm exam	Find a person
Computer Resource Lab	Academic departments page
Medical Library's Internet search page	Schedule page for Human Anatomy & Development
Medical Library's search page	Server search

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's admissions viewbook	School of Medicine
School of Medicine	School of Medicine's admissions viewbook
Yale-New Haven Hospital Clinical Workstation	Server search
Child Study Center's Autism page	Medical Library
Medical Library	Academic departments page
Academic departments page	Child Study Center's Autism page
Server search	ITS-Med's Macintosh support policy
Biological and Biomedical Sciences	Medical Library's Selected Internet Resourc

Note: A disk space shortage destroyed the usage data for 9/20-9/30. Usage is estimated based on the first 18.5 days of the month.

	<u>Oct-98</u>	<u>Oct-97</u>	<u>% change</u>		<u>Oct-98</u>	<u>Oct-97</u>	<u>% change</u>
Server total	1,376,407	921,490	49%	Academic Departments**			
Who connected				Anesthesiology	312	516	-39%
Yale	376,408	294,105	28%	BBS	1,574	964	63%
other US educational institutions	149,004	94,452	58%	Boyer Center for Molecular Medicine	928	646	44%
US government & military	11,131	8,486	31%	Cancer Center	1,139	879	30%
US commercial institutions	218,598	165,901	32%	Cell Biology	1,200	847	42%
US non-profit organizations	26,963	7,312	269%	Cellular & Molecular Physiology	343	395	-13%
Major online service providers	200,003	85,321	134%	Child Study Center	1,873	912	105%
International	366,163	113,735	222%	Comparative Medicine	233	137	70%
# of unique hosts connecting	127,876	83,105	54%	Dermatology	853	604	41%
				Diagnostic Radiology	712	802	-11%
Medical Center	91,408	60,647	51%	Epidemiology & Public Health	3,636	2,397	52%
Yale-New Haven Hospital	6,684	2,039	228%	Genetics	963	958	1%
School of Medicine	14,541	10,899	33%	History of Medicine	266	196	36%
School of Nursing	1,825	1,091	67%	Immunobiology	743	565	32%
Major resources				Internal Medicine	796	659	21%
Admissions, School of Medicine	387	653	-41%	Laboratory Medicine	534	446	20%
CAIM style manual	58,089	47,503	22%	Neurobiology	840	683	23%
Computing page	1,337	961	39%	Neurology	785	579	36%
Core research facilities page	317	247	28%	Neuroscience Program	501	447	12%
Education page	303	290	5%	Neurosurgery	321	249	29%
Emerging Infections Information Network	1,629	2,203	-26%	Obstetrics & Gynecology	424	276	54%
Find a person	2,660	2,335	-	Ophthalmology	835	502	66%
Find a physician	972	945	-	Orthopaedics & Rehabilitation	385	244	58%
Medical Library	11,758	16,374	-28%	Pathology	1,623	1,108	46%
MedMenu	23,202	8,319	179%	Pediatrics	701	445	58%
Mission: Community Service	231	375	-	Pharmacology	396	392	1%
Mission: Education	1,132	1,088	-	Physician Associate Program	1,200	903	33%
Mission: Patient Care	354	531	-	Psychiatry	1,352	1,140	19%
Mission: Research	1,317	1,343	-	Surgery	196	270	-28%
Scientific Affairs and Grant & Contrac Administ	879	1,099	-20%	Therapeutic Radiology	143	190	-25%
Yale Faculty Practice	783	689	14%				
Service departments	0						
Biomedical Communications	374	434	-14%				
C/AIM	5,224	4,464	17%				
Center for Cell Imaging	838	529	58%				
Copy Center	103	50	107%				
Desktop Support	2,838	2,110	35%				
Help Desk	224	157	43%				
Systems Support	402	270	49%				

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

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

<u>Application</u>	<u>total # of connections</u>		
	<u>Oct-98</u>	<u>Oct-97</u>	<u>% change</u>
Hospital information systems	22,786	23,654	-4%
CCSS	12,013	12,318	-2%
ChartView	1,292	664	95%
Clinical laboratory	8,033	9,807	-18%
Diagnostic Imaging	96	152	-37%
EPIC	626	516	21%
Electronic Signature (ESA)	687	-	-
Surgical Pathology	39	197	-80%
Bibliographic databases and search tools	731	1,483	-51%
CINAHL	102	92	11%
Current Contents	-	2	-
Health Planning and Admin.	50	44	14%
HealthSTAR-OVID	0	2	-
MEDLINE	527	1,287	-59%
Yale Library Catalog (OPAC)	52	56	-7%
Word processing & utilities	1,426	1,410	1%
Clinical Workstation locations	61	66	-8%
Format disk	33	48	-31%
Virus scan	18	36	-50%
Wordperfect	1,314	1,260	4%
Procedure recorders	328	499	-34%
ED	47	149	-68%
Medicine	142	88	61%
Ob/Gyn	10	167	-94%

<u>Application</u>	<u>total # of connections</u>		
	<u>Oct-98</u>	<u>Oct-97</u>	<u>% change</u>
Full text and factual databases	1,491	2,586	-42%
AIDS/Drugs/Trials/Line-Bioethic	-	3	-
Delineation of Clinical Privileges	14	21	-33%
Electronic Journals	-	9	-
Harrison's	278	341	43%
Infection Control Manual	-	17	-
JCAHO Accreditation Manual	30	21	-27%
Little Brown Handbooks	110	150	-20%
Merck Manual	63	79	-58%
Micromedex	653	1,560	6%
New England Journal of Medicine	161	152	-34%
Nursing Procedures Manual	-	6	-
Red Book on Pediatric Infections	19	29	-30%
Rosen's Emergency Medicine	30	43	-2%
STAT!-Reference	91	93	-13%
YNHH Formulary	-	10	-
YNHH Documents	-	4	-
YNHH Physician Phone Book	42	48	3%
Email/news/networks	13,423	11,594	16%
Biomed Email	961	934	3%
Find People at YNHH/Yale	-	5	-
GroupWise Email	2,066	2,400	-14%
Internet access	10,396	8,255	26%
Clinical Assistance	20	30	-33%
Coag Advisor	20	30	-33%