# 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			
Type of application	this month	Oct-97 % c	hange
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%
*Rasis version discontinued as of 7/98 automa	tic searches no longer included	ı	

<sup>\*</sup>Basis version discontinued as of 7/98, automatic searches no longer included.

<sup>\*\*</sup>email.med.yale.edu logs broken as of 8/98.

Help Desk calls		change from
	this month	90 day average
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	not available for October	
% of calls rolling over to answering service	19.0%	54%
Types of calls		
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, Pediatri	ics, OB/GYN, Student Affairs
Departments undercalling	OPS, ITS-Central,	

NetMenu workstations	Library	
	# of connection	S
	this mouth	

	this month		
Type of application	(MedMenu)	Oct-97 (NetMenu)	% change
Total	37,899	25,417	49%
connections from Library	95%		
connections from outside Library	5%		

Background information	Schools of
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	<u>Hospital</u>	Medicine & Nursing	ITS-Med clients	this month
Personal computers as of 8/98	2,100	6,800	Core network service	4305
Electronic mail users as of 8/98	1,700	6,320	Machine-only service	860
Networked computers as of 9/98	1,700	4,394	Email-only service	359
Full-time faculty, 1997-98	-	1,278	On-campus dial-up service	113
Medical & graduate students, 1997-98	-	1,118	Scheduling	923
Residents & postdocs, 1997-98	440	1,127	Remote access	159
Full-time staff, 1997-98	3,526	2,267	Workgroup computing	18
Nursing staff, 1997-98	1,659	-		
Number of beds, 1997-98	900	-		

### Work orders

Work orders		Turnaround met			
	change from	change from		change from	
	this month	90 day average	this month	last month	
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%	

Internal Medicine, Facilities, Office for Women in Medicine, Diagnostic Radiology OPS, ITS-University, HHMI, OB/GYN, Anesthesiology Departments over-ordering

Departments under-ordering

### Network installations

Network installations	change iro			
	this month	last month		
# 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%		

#### Hospital NetMenu # of connections

this month	Oct-97	% change
40,205	37,864	6%
369	361	2%

# Overall usage for selected databases

	Oct-97	Nov-97	Dec-97	<u>Jan-98</u>	Feb-98	Mar-98	<u>Apr-98</u>	May-98	Jun-98	<u>Jul-98</u>	Aug-98	Sep-98	Oct-98
<u>Summary</u>													
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 Clinical G/L Interface	84	73 6	56 9	84 7	79 3	76 0	96 10	70 8	123 23	115 26	105 18	120 10	122
Clinical Information	4	6	1	7	1	7	2	11	3	3	5	4	10
Clinical Information Clinical Information - Reports	5	2	2	3	2	0	3	4	4	3	3	4	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 50	61	45	41 43	23 32	39 44	29	64	23 57	15 7	76 38	179 13	68 43
Student Research 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	0.44.000			#00 <b>*</b> 0#	000 (10			0.40.0.			<b></b>		000.000
Electronic mail total PMDF	<b>866,832</b> 678,025	<b>764,292</b> 606,806	<b>667,759</b> 506,077	<b>788,285</b> 570,473	<b>883,649</b> 653,982	<b>875,834</b> 633,034	1,103,450 800,676	<b>949,851</b> 678,282	<b>777,328</b> 600,109	<b>772,938</b> 600,849	<b>568,329</b> 568,329	<b>782,760</b> 782,760	<b>899,060</b> 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 use	age within MS Mail post		ed to total usage a		,	ŕ	,	,	,	,			
Details: OVID													
Biosis										559	499	1,289	945
CINAHL										194	150	312	472
Compendex										158	90	162	141
Curent 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

## Top 10 pages accessed by external users

this year	<u>last year</u>	this year	<u>last year</u>
Medical Center	Medical Center	Center for Advanced Instructional Media	Center for Advanced Instructional Media
MedMenu	Medical Library	Medical Center page	Medical Center page
Medical Library	MedMenu	School of Medicine's admissions viewbook	School of Medicine
EPH Library	School of Medicine	School of Medicine	School of Medicine's admissions viewbook
School of Medicine	Desktop Support	Yale-New Haven Hospital Clinical Workstation	Server search
Desktop Support	Medical Library's Internet search page	Child Study Center's Autism page	Medical Library
MB&B midterm exam	Find a person	Medical Library	Academic departments page
Computer Resource Lab	Academic departments page	Academic departments page	Child Study Center's Autism page
Medical Library's Internet search page	Schedule page for Human Anatomy & Development	Server search	ITS-Med's Macintosh support policy
Medical Library's search page	Server search	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.

	Oct-98	Oct-97	% change		Oct-98	Oct-97	% change
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	47503	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 Administration	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	er for Medical Infor	matics	

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

## Details for NetMenu Medical Library usage October-98

MacBaby

Microbiology Quizbank

Neuroanatomy Review

Neuron Model: Tutorial

Neuron Model: Current Clamp

4

8

5

3

3

35

41

19

4

-89%

-80%

-74%

-63%

-25%

Grant Resources

HAPI

total # of connections			total # of connections					total # of connections			
Application	Oct-98 Oct-97 % change				Oct-98 Oct-97 % change				Oct-98 Oct-97 % change		
Application	001-20	<u> </u>	70 change	Medical Education	001-70	<u> </u>	70 Change	Other Resources	001-30	<u> </u>	70 Change
Electronic textbooks	690	0	_	Neuron Model: Voltage Clamp	3	3	_	HealthSTAR	63		_
Harrison's	309	-	_	Pathology Quizbank	4	93	-96%	HISTLINE	46	_	_
MAXX	1	_	_	Perineum Quiz	1	6	-83%	History of Science & Technology	15	4	275%
Medical Letter on Drugs and Therap.	67	-	-	PreTest (7 different fields)	11	27	-59%	HSTAT	18	4	27370
Merck Manual	122	-	-	Superhead	4	8	-50%	ICD-9	27	-	-
SAM: Scientific Amer. Medicine		46%	16204%		2	14	-86%	Infection Control Manual	18	-	-
SIR - Texts	75 45	40%	10204%	Thorax Quiz USMLE Step 1	64	62	-86% 3%	INSPEC	22		-
			-	•	2	42			40		
Stat!Ref Williams-Obstetrics	31 40	-	-	USMLE Step 2	2	42 6	-95%	Internet Grateful Med IRIS	32	3	967%
Williams-Obstetrics	40	-	-	Wheater's Interactive Histology	2	0	-		32 15	3	907%
Medical Education	461	1,265	-64%	041	36,748	24,152	52%	Law Library Catalog Material Safety Data Sheets	15 26	-	-
	<b>461</b> 5	1,205 54	-04 % -91%	Other resources AIDSDrugs	18	24,152	5476	MedMenu	197	-	-
Abdomen Quiz						6	5020/				7200/
Anatomic Explorer	15	51 48	-71%	AIDSLINE	41	-	583%	Micromedex	83 40	10 13	730% 208%
Anatomic Explorer CT	5		-90%	Applied Science		-	-	New England Journal of Medicine			
Animated Embryo	1	21	-95%	Bioethicsline	17	-	-	NEXIS/LEXIS	467	84	456%
Brainstem	2	18	-89%	Biography Index	29	-	1.60/	NIH-Consensus-Dev-Statements	3	-	-
Brainstem Quiz	0	27	-100%	Biomed Email	14,583	12,556	16%	NIH-Grants/Guide	18	-	-
Brainstorm	6	8	-25%	Biosis	71	66	8%	NLM Locator	25	-	-
Breath sounds	4	22	-82%	Books in Print	76	9	744%	NTIS	21		-
Cardiac Angio	5	18	-72%	Britannica Online	46	20	130%	OMIM	24	2	-
Cardiac Auscultation	3	38	-92%	Bulldog Access	35	17	106%	OSH-ROM	26		
Cardiac Echo	0	30	-100%	Cancernet	38	-	-	OVID	8,998	5,246	72%
Cardiac MRI	2	13	-85%	CIAO: Columbia Int'l Affairs Online	2	-	-	Pantheon/Minerva	2,601	3,144	-17%
Cardiac Perfusion Imaging: SP	1	4	-	CINAHL	74	24	208%	Patent Search	36	-	-
Cardiac Perfusion Imaging: Pl	5	20	-75%	Clinical Laboratory	22	-	-	Periodicals Contents Index	26	-	-
Cardiothoracic Image Quiz	3	19	-84%	Cochrane	88	-	-	Phone Books	28	7	300%
Cardiothoracic Imaging	1	10	-90%	Community of Science	82	3	2633%	Physican-Data	26	4	550%
Concise Atlas - Cardiothoracic	3	6	-50%	Compendex	46	-	-	POPLINE	35	-	-
Concise Altas - Chest	0	6	-100%	Congressional Compass	26	2	-	ProQuest-Direct	39	-	-
Concise Altas - Extremities	0	33	-100%	CT CRISP	20	1	1900%	PsycINFO	92	119	-23%
Concise Altas - Head & Neck	0	9	-	Current Contents	71	28	154%	PubMed (NCBI)	140	-	-
Course evaluations	15	-	-	Current Diagnoses	302	-	-	Research Workstation	24	-	-
Cranial Nerves	0	13	-100%	Diagnostic Imaging	26	-	-	Residents' Reprints	15	-	-
Educational Software	165	0	-	DIRLINE	11	-	-	Selected Internet Resources (SIR)	905	-	-
Embryo images	0	11	-100%	Dissertation Abstracts	42	-	-	Sociofile	13	-	-
EPS Review	1	13	-92%	Electronic Journals	1,548	28	5429%	Statistical Abstract of the U.S.	0	-	-
Extremities Quiz	12	75	-84%	Electronic Textbooks	684	-	-	Surgical Pathology	49	-	-
Forebrain (Syracuse)	0	6	-100%	EBMR	3	-	-	TOXNET	22	-	_
Gross Anatomy Review	69	167	-59%	Econolit	5	-	-	UnCover	20	-	_
HARP (Histological Anatomy Review)	6	14	-57%	Entrez	23	4	475%	Web-of-Science	143	173	-17%
Head and Neuroanatomy Quiz	0	14	-100%	EPIC	14	-	-	WilsonWeb	25	-	-
Head Quiz	1	8	-88%	ERAS	32	26	-	Yale Library Catalog (OPAC)	3,850	2,449	57%
Histology Quizbank	4	27	-85%	ERIC	22	5	340%	Y-Axis	48	· -	_
Histology Video Review	0	12	-100%	Eureka	20	3	567%				
HyperBRAIN	3	-	-	Expanded Academic Index	0	15	-100%	_			
HyperCELL	0	12	-100%	FEDIX	18	-	-				
Hyperheart	1	15	-93%	Formulary Catalog	19	_	_				
Interactive Brain Atlas	3	14	-79%	FREIDA	38	78	-51%				
Interactive Brain Arias Interactive Respiratory Physiology	0	14	-100%	GDB	16	-	-51/0				
KINEMAGE	1	16	-100% -94%	GenBank	22	2	1000%				
Lazy Eye	3	16	-94% -73%	Genbank GPO	39	2	1000%				
Ma-Daha	3	25	-/3%	GPO	39	-	-				

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# Details for NetMenu Hospital usage October-98

	total # of co	onnections			total # of connections		
Application	<u>Oct-98</u>	<u>Oct-97</u>	% change	<u>Application</u>	Oct-98	Oct-97	% change
Hospital information systems	22,786	23,654	-4%	Full text and factual databases	1,491	2,586	-42%
CCSS	12,013	12,318	-2%	AIDS/Drugs/Trials/Line-Bioethic	-	3	-
ChartView	1,292	664	95%	Delineation of Clinical Privileges	14	21	-33%
Clinical laboratory	8,033	9,807	-18%	Electronic Journals	-	9	-
Diagnostic Imaging	96	152	-37%	Harrison's	278	341	43%
EPIC	626	516	21%	Infection Control Manual	-	17	-
Electronic Signature (ESA)	687	-	-	JCAHO Accreditation Manual	30	21	-27%
Surgical Pathology	39	197	-80%	Little Brown Handbooks	110	150	-20%
				Merck Manual	63	79	-58%
Bibliographic databases and				Micromedex	653	1,560	6%
search tools	731	1,483	-51%	New England Journal of Medicine	161	152	-34%
CINAHL	102	92	11%	Nursing Procedures Manual	-	6	-
Current Contents	-	2	-	Red Book on Pediatric Infections	19	29	-30%
Health Planning and Admin.	50	44	14%	Rosen's Emergency Medicine	30	43	-2%
HealthSTAR-OVID	0	2	-	STAT!-Reference	91	93	-13%
MEDLINE	527	1,287	-59%	YNHH Formulary	-	10	-
Yale Library Catalog (OPAC)	52	56	-7%	YNHH Documents	-	4	-
				YNHH Physician Phone Book	42	48	3%
Word processing & utilities	1,426	1,410	1%				
Clinical Workstation locations	61	66	-8%	Email/news/networks	13,423	11,594	16%
Format disk	33	48	-31%	Biomed Email	961	934	3%
Virus scan	18	36	-50%	Find People at YNHH/Yale	-	5	-
Wordperfect	1,314	1,260	4%	GroupWise Email	2,066	2,400	-14%
				Internet access	10,396	8,255	26%
Procedure recorders	328	499	-34%				
ED	47	149	-68%	Clinical Assistance	20	30	-33%
Medicine	142	88	61%	Coag Advisor	20	30	-33%
Ob/Gyn	10	167	-94%				