



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

Applications

<u>Type of application</u>	<u>this month</u>	<u>Nov-97</u>	<u>% change</u>
AS/400 applications	7,888	10,164	-22%
CINAHL	628	469	34%
Biosis	919	-	-
Clinical Reporting System (CRS)	554	597	-7%
accesses per user per month	7.1	8	-8%
Current Contents*	1,012	4,817	-79%
Electronic mail (# messages sent)	1,297,225	764,292	70%
messages per user per day	6.8	4	52%
HealthSTAR	397	433	-8%
MEDLINE	20,100	17,676	14%
searches per active user per month	6.2	7	-9%
Psychinfo	2,163	-	-
Medical Center World Wide Web			
Medical Center home page	192,808	79,084	144%
Hospital home page	not avail.	6,684	-
School of Medicine home page	12,654	13,310	-5%
Medical Library home page	12,075	11,664	4%

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

Help Desk calls

	<u>this month</u>	<u>change from 90 day average</u>
Total calls	2,861	-16%
Calls per day	161	4%
% of ITS-Med clients using Help Desk	40%	0%
# of Yale affiliates using Web page	<i>not available for November</i>	
% of calls rolling over to answering service	20%	5%

Types of calls

Call transfer	195	-12%
Complaint	18	20%
Information request	596	-11%
Netscape Mail	70	75%
Remote Access	47	-24%
Eudora	43	-28%
Problem report	1185	-25%
Operating System	147	-10%
Eudora	119	-26%
Printer	113	-41%
Network access problem	94	-41%
Netscape Mail	90	30%
Status inquiry	182	2%
Departments overcalling	Internal Medicine, Surgery, Pediatrics, Office for Women in Medicine	
Departments undercalling	OPS, ITS-Central, HHMI	

Library

NetMenu workstations

<u>Type of application</u>	<u># of connections</u>		
	<u>this month (MedMenu)</u>	<u>Nov-97 (NetMenu)</u>	<u>% change</u>
Total	37,550	22,628	66%
connections from Library	16%		
connections from outside Library			

Background information

Personal computers as of 8/98	2,100
Electronic mail users as of 8/98	1,700
Networked computers as of 11/98	1,700
Full-time faculty, 1997-98	-
Medical & graduate students, 1997-98	-
Residents & postdocs, 1997-98	440
Full-time staff, 1997-98	3,526
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>
Tasks added	1310	-9%
Tasks completed	1426	5%
Delayed work orders	89	-4%
Billable work orders	74.6%	-7%
Normal priority	79%	3%
Emergency priority	22%	0%
Problem reports	282	-18%
Operating System	77	15%
Network access	55	-10%
Printer	50	-24%
New services	808	9%
Email conversion: MS Mail	206	161%
Remote access	75	47%
Reconfigure for new user	53	77%
Swap	51	-36%
Install machine	46	-22%
Netscape Mail, create ID	46	119%
Service cancellations	25	-59%
Departments over-ordering	Facilities, Nursing, OPS, Surgery	
Departments under-ordering	HHMI, ITS-Central, ITS-Med, Psychiatry	

Network installations

	<u>this month</u>	<u>change from last month</u>
# of new circuits ordered	50	-7%
# completed	34	-65%
# open orders	113	<i>not avail.</i>
waiting for Telecomm	14	<i>not avail.</i>
waiting for Desktop Support	99	<i>not avail.</i>
median days from order to install	38	12%
days for Telecom install	12	-33%
days for Desktop Support install	26	63%

**Schools of
Medicine & Nursing**

	6,800
	6,320
	4,539
	1,278
	1,118
	1,127
	2,267
	-
	-

<u>ITS-Med clients</u>	<u>this month</u>
Core network service	4351
Machine-only service	868
Email-only service	406
On-campus dial-up service	113
Scheduling	1112
Remote access	208
Workgroup computing	44

Turnaround met

	<u>this month</u>	<u>change from last month</u>
	63%	17%
	60%	26%
	75%	5%
	97%	-1%
	97%	-3%
	96%	-3%
	100%	3%
	71%	3%
	86%	-7%
	73%	-27%
	64%	88%
	68%	36%
	33%	-42%
	50%	14%
	91%	-9%

Facilities, Nursing, OPS, Surgery
HHMI, ITS-Central, ITS-Med, Psychiatry

Hospital NetMenu

<u># of connections</u>		
<u>this month</u>	<u>Nov-97</u>	<u>% change</u>
38,434	36,358	6%
353	361	-2%

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>	<u>Nov-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	7,888
Clinical Reporting System (CRS)	578	516	484	595	511	555	500	449	561	314	368	372	345	554
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	20100
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	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	1,297,225

Details: AS/400 applications

Animal Care and Use Committee	117	78	41	93	80	107	70	137	129	83	129	124	136	169
Business Management Systems	84	73	56	84	79	76	96	70	123	115	105	120	122	100
Clinical G/L Interface	9	6	9	7	3	0	10	8	23	26	18	10	10	14
Clinical Information	4	6	1	7	1	7	2	11	3	3	5	4	0	1
Clinical Information - Reports	5	2	2	3	2	0	3	4	4	3	3	1	2	0
Diagnostic Laboratory	281	297	194	226	232	272	287	355	259	350	275	216	286	229
Graduate and Continuing Education	64	49	52	60	53	60	64	3	69	65	53	60	72	58
Grants and Contracts	389	315	311	402	385	316	291	70	325	388	338	372	442	396
Grants and Contracts - Reports	19	57	37	59	38	13	15	54	18	10	21	32	125	59
Human Investigation Committee	84	93	70	75	89	91	86	39	82	69	67	82	70	66
Human Resources (CHR) - Inquiry	69	76	49	38	31	50	34	252	55	68	65	67	43	41
Human Resources (CHR) - Merit	21	43	15	45	24	19	340	1,988	1,209	301	58	62	48	35
Human Resources (CHR) - Reports		5	4	6	3	7	31	74	27	12	1	4	0	0
Human Resources - General	107	83	80	94	78	64	44	61	52	35	27	47	53	37
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	2626
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	3193
Human Resources - Reports	218	231	140	312	310	262	244	253	178	188	297	214	167	144
Internal Medicine	36	53	90	74	27	4	1	0	6	19	13	12	31	17
MED5 - Reports	3	11	0	1	2	1	1	0	1	2	3	1	2	1
Physician Associates Program	3	47	43	27	55	14	21	16	3	5	0	1	19	15
Space Inventory System	66	61	45	41	23	39	29	64	23	15	76	179	68	63
Student Research	50	4	3	43	32	44	1	0	57	7	38	13	43	7
Student Systems	524	502	373	404	464	516	455	21	484	409	479	322	285	132
Support Services	151	177	78	93	97	140	148	386	137	175	161	179	173	141
System Administration	270	242	100	128	229	245	441	537	213	100	162	152	139	72
Yale Animal Resource Center	318	252	234	259	233	324	236	51	262	323	295	293	298	272
Other/Miscellaneous	24	3	25	42	38	66	40	42	6	2	7	8	17	0

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	1,297,225
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	1,297,225
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*	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	919
CINAHL										194	150	312	472	390
Compendex										158	90	162	141	122
Current Contents										1,281	1,209	1,485	2,289	1,012
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	7,050
HAPI										35	24	71	81	76
HealthStar										285	191	254	390	397
MEDLINE, current segment										8,172	6,552	7,768	7,466	6,468
MEDLINE back files										7,215	2,044	6,747	6,086	5,437
PsychInfo										925	913	1,306	1,868	2,163
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	5033
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	14453
access method: Z39.50	396	261	283	331	407	297	218	432	628	591	552	417	371	646

Medical Center Web usage report, November 1998

Top 10 pages accessed by Yale users

this year

not available this month

last year

Medical Center
 Medical Library
 MedMenu
 School of Medicine
 Desktop Support
 Medical Library's Internet search page
 IDX project
 Find a person
 Schedule page for Human Anatomy & Development
 Server search

Top 10 pages accessed by external users

this year

not available this month

last year

Center for Advanced Instructional Media
 Medical Center page
 School of Medicine
 Server search
 Medical Library
 School of Medicine's admissions viewbook
 Child Study Center's Autism page
 Academic departments page
 Medical Library's Selected Internet Resource
 Yale-New Haven Hospital

	<u>Nov-98</u>	<u>Nov-97</u>	<u>% change</u>
Server total	1,159,710	827,327	40%
Who connected			
School of Medicine	519,060	-	-
Yale (excluding School)	510,327	215,293	137%
other US educational institutions	416,393	94,442	341%
US government & military	36,570	8,345	338%
US commercial institutions	674,596	168,183	301%
US non-profit organizations	49,760	7,017	609%
Major online service providers	568,034	86,085	560%
International	621,324	108,306	474%
# of unique hosts connecting	114,436	76,767	49%
Medical Center	192,808	53,250	262%
Yale-New Haven Hospital	not avail.	1,756	
School of Medicine	12,654	8,578	48%
School of Nursing	2,029	880	131%
Major resources			
Admissions, School of Medicine	387	-	-
CAIM style manual	60,817	67,436	-10%
Computing page	1,109	665	67%
Core research facilities page	308	184	67%
Education page	243	188	29%
Emerging Infections Information Network	1,580	2,001	-21%
Find a person	3,069	1,741	-
Find a physician	995	702	-
Medical Library	12,075	14,725	-18%
MedMenu	35,803	7,713	364%
Mission: Community Service	229	214	-
Mission: Education	952	758	-
Mission: Patient Care	365	354	-
Mission: Research	1,132	956	-
Scientific Affairs and Grant & Contract Adminis	956	1,068	-10%
Yale Faculty Practice	873	515	70%
Service departments			
Biomedical Communications	385	315	22%
C/AIM	1,923	4,153	-54%
Center for Cell Imaging	1,923	470	309%
Copy Center	127	33	285%
Desktop Support	3,072	1,866	65%
Help Desk	210	165	27%
Systems Support	586	234	150%

	<u>Nov-98</u>	<u>Nov-97</u>	<u>% change</u>
Academic Departments**			
Anesthesiology	290	550	-47%
BBS	1,562	1,038	50%
Boyer Center for Molecular Medicine	800	568	41%
Cancer Center	1,388	716	94%
Cell Biology	1,923	764	152%
Cellular & Molecular Physiology	393	357	10%
Child Study Center	1,633	772	112%
Comparative Medicine	181	117	55%
Dermatology	1,017	638	59%
Diagnostic Radiology	588	756	-22%
Epidemiology & Public Health	3,681	2,151	71%
Genetics	1,161	669	74%
History of Medicine	332	160	108%
Immunobiology	709	436	63%
Internal Medicine	859	478	80%
Laboratory Medicine	483	311	55%
Neurobiology	884	819	8%
Neurology	740	488	52%
Neuroscience Program	515	392	31%
Neurosurgery	299	207	44%
Obstetrics & Gynecology	417	326	28%
Ophthalmology	1,400	492	185%
Orthopaedics & Rehabilitation	446	144	210%
Pathology	1,118	928	20%
Pediatrics	679	512	33%
Pharmacology	498	317	57%
Physician Associate Program	1,337	926	44%
Psychiatry	1,284	1,091	18%
Surgery	183	154	19%
Therapeutic Radiology	188	139	35%

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

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

<u>Application</u>	<u>total # of connections</u>		
	<u>Nov-98</u>	<u>Nov-97</u>	<u>% change</u>
Hospital information systems	21,584	22,053	-2%
CCSS	11,725	11264	4%
ChartView	1,230	799	54%
Clinical laboratory	7,114	8984	-21%
Diagnostic Imaging	111	188	-41%
EPIC	644	524	23%
Electronic Signature (ESA)	706	88	702%
Surgical Pathology	54	206	-74%
Bibliographic databases and search tools	679	1,419	-52%
CINAHL	85	135	-37%
Current Contents	-	0	-
Health Planning and Admin.	58	49	18%
HealthSTAR-OVID	0	0	-
MEDLINE	478	1152	-59%
Yale Library Catalog (OPAC)	58	83	-30%
Word processing & utilities	1,179	1,364	-14%
Clinical Workstation locations	52	45	16%
Format disk	24	48	-50%
Virus scan	19	0	-
Wordperfect	1,084	1271	-15%
Procedure recorders	323	368	-12%
ED	31	57	-46%
Medicine	127	47	170%
Ob/Gyn	26	129	-80%

<u>Application</u>	<u>total # of connections</u>		
	<u>Nov-98</u>	<u>Nov-97</u>	<u>% change</u>
Full text and factual databases	1,259	2,375	-47%
AIDS/Drugs/Trials/Line-Bioethic	-	0	-
Delineation of Clinical Privileges	12	20	-40%
Electronic Journals	-	0	-
Harrison's	260	316	-30%
Infection Control Manual	-	0	-
JCAHO Accreditation Manual	21	30	-47%
Little Brown Handbooks	113	215	-29%
Merck Manual	56	79	-62%
Micromedex	504	1321	-16%
New England Journal of Medicine	147	174	-21%
Nursing Procedures Manual	-	2	-
Red Book on Pediatric Infections	23	29	-59%
Rosen's Emergency Medicine	18	44	-10%
STAT!-Reference	85	94	-61%
YNHH Formulary	-	0	-
YNHH Documents	-	0	-
YNHH Physician Phone Book	20	51	-10%
Email/news/networks	13,371	11,930	12%
Biomed Email	1,095	1218	-10%
DEC RAD Telnet	3	-	-
Find People at YNHH/Yale	-	0	-
GroupWise Email	1,734	1986	-13%
Internet access	10,539	8726	21%
Clinical Assistance	39	44	-11%
Coag Advisor	39	44	-11%