

**Information Technology Services - Medicine  
Monthly Report  
January 1999**

**Highlights and milestones**

- The new Sirius System was implemented successfully.
- The new IDX Clinical Transfer System was implemented successfully.
- Biomedical Communications began program of customer satisfaction cards for every job.
- The School's Y2K Web site was dramatically enhanced and improved:  
<http://info.med.yale.edu/computing/year2000/>
- The results of the November ITS-Med satisfaction survey were reported.
- Complaints and status inquiries to the Help Desk decreased by 57% and 14%, respectively.



**Information Technology Services-Medicine Monthly Report  
January 1999**

**Applications**

<u>Type of application</u>	<u>this month</u>	<u>Jan-98</u>	<u>% change</u>
AS/400 applications	9,816	7,127	38%
CINAHL	238	340	-30%
Biosis	714	1867	-62%
Clinical Reporting System (CRS)	563	484	16%
accesses per user per month	9.2	6	54%
Current Contents*	1,179	3,194	-63%
Electronic mail (# messages sent)	964,934	676,119	43%
messages per user per day	4.9	3.5	41%
HealthSTAR	303	1,812	-83%
MEDLINE	16,111	14,468	11%
searches per active user per month	5.3	6.2	-14%
Psychinfo	1,328	-	-
Medical Center World Wide Web			
Medical Center home page	95,633	60,355	58%
Hospital home page	9,366	2,107	345%
School of Medicine home page	13,334	9,640	38%
Medical Library home page	13,009	17,154	-24%

\*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	2,853	-2%
Calls per day	143	-5%
% of ITS-Med clients using Help Desk	39%	0%
# of Yale affiliates using Web page	1,117	2%
% of calls rolling over to answering service	9%	-45%

**Types of calls**

Call transfer	259	22%
Complaint	6	-57%
Information request	588	-2%
Remote Access	76	31%
Eudora	65	25%
Netscape Mail	59	5%
Problem report	1308	2%
Eudora	172	30%
Printer	164	19%
Operating System	136	1%
Netscape Mail	127	23%
Status inquiry	137	-14%

Departments overcalling      Psychiatry, Internal Medicine, Orthopaedics & Rehabilitation  
 Departments undercalling      OPS, ITS-Central, Child Study Center, Facilities

**NetMenu workstations**

<u>Type of application</u>	<u>this month</u>	<u>Jan 1998 (NetMenu)</u>	<u>% change</u>
Total	32,454	33,475	-3%
connections from Library	93%		
connections from outside Library	7%		

**Background information**

	<u>Hospital</u>
Personal computers as of 8/98	2,100
Electronic mail users as of 8/98	1,700
Networked computers as of 1/99	1,700
Full-time faculty, 1998-99	-
Medical & graduate students, 1998-99	-
Residents & postdocs, 1998-99	160
Full-time staff, 1998-99	3,440
Nursing staff, 1998-99	1,540
Number of beds, 1998-99	900

**Work orders**

	<u>this month</u>
Tasks added	1226
Tasks completed	991
Delayed work orders	141
Billable work orders	84.3%
Normal priority	77%
Emergency priority	23%
Problem reports	321
Printer	74
Operating System	73
Network Access Problem	50
Hardware (PC or MAC)	20
New services	526
Remote access	71
Netscape Mail, other	57
Reconfigure for new user	52
install machine	45
Swap	42
Service cancellations	22
Departments over-ordering	Facilities, OPS, EPH
Departments under-ordering	Surgery, Internal Medicine, ITS-Med, ITS-Central

**Network installations**

	<u>this month</u>	<u>change from last month</u>
# of new circuits ordered	64	276%
# completed	22	-75%
# open orders	49	-
waiting for Telecomm	41	-
waiting for Desktop Support	8	-
median days from order to install	24	-8%
days for Telecom install	4	-43%
days for Desktop Support install	20	5%

**Hospital NetMenu**

<u># of connections</u>	<u>this month</u>	<u>Jan-98</u>	<u>% change</u>
	114	361	-68%

**Schools of**

<u>Medicine &amp; Nursing</u>	<u>this month</u>
	6,800
	6,320
	4,633
	1,765
	735
	1,508
	2,332
	-
	-

**ITS-Med clients**

	<u>this month</u>
Core network service	4,442
Machine-only service	1,018
Email-only service	482
On-campus dial-up service	95
Scheduling	1,208
Remote access	1,151
Workgroup computing	62

**Turnaround met**

	<u>change from 90 day average</u>	<u>this month</u>	<u>change from last month</u>
	-10%	-	-
	-28%	94%	4%
	62%	-	-
	9%	-	-
	2%	96%	1%
	-4%	85%	6%
	-3%	99%	3%
	4%	100%	0%
	4%	100%	5%
	-18%	100%	0%
	11%	95%	16%
	-32%	94%	4%
	18%	95%	22%
	68%	100%	0%
	16%	89%	-7%
	-8%	100%	9%
	-18%	96%	14%
	-46%	86%	-12%

## Overall usage for selected databases

	<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>	<u>Dec-98</u>	<u>Jan-99</u>
<b>Summary</b>													
AS/400 applications	10,249	8,984	9,831	9,730	9,772	12,915	14,459	10,497	10,613	10,852	7,888	7,192	9,816
Clinical Reporting System (CRS)	595	511	555	500	449	561	314	368	372	345	554	310	563
OVID sessions	18,931	19,258	20,620	20,905	15,843	16,120	16,859	13,935	17,604	20,025	20,100	13,798	16,111
Medical Center Web server	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	1,352,920	1,545,299
Electronic mail messages sent	788,285	883,649	875,834	1,103,450	949,851	777,328	772,938	568,329	782,760	899,060	1,297,225	1,316,891	1,286,579

### Details: AS/400 applications

Animal Care and Use Committee	93	80	107	70	137	129	83	129	124	136	169	141	57
Business Management Systems	84	79	76	96	70	123	115	105	120	122	100	106	96
Clinical G/L Interface	7	3	0	10	8	23	26	18	10	10	14	2	18
Clinical Information	7	1	7	2	11	3	3	5	4	0	1	0	4
Clinical Information - Reports	3	2	0	3	4	4	3	3	1	2	0	1	1
Diagnostic Laboratory	226	232	272	287	355	259	350	275	216	286	229	218	309
Graduate and Continuing Education	60	53	60	64	3	69	65	53	60	72	58	48	59
Grants and Contracts	402	385	316	291	70	325	388	338	372	442	396	295	380
Grants and Contracts - Reports	59	38	13	15	54	18	10	21	32	125	59	27	28
Human Investigation Committee	75	89	91	86	39	82	69	67	82	70	66	88	105
Human Resources (CHR) - Inquiry	38	31	50	34	252	55	68	65	67	43	41	41	52
Human Resources (CHR) - Merit	45	24	19	340	1,988	1,209	301	58	62	48	35	22	14
Human Resources (CHR) - Reports	6	3	7	31	74	27	12	1	4	0	0	0	2
Human Resources - General	94	78	64	44	61	52	35	27	47	53	37	29	29
Human Resources - Inquiry	2,806	2,623	2,694	2,688	1,861	3,468	4,072	3,222	3,340	3,738	2626	2,358	3,313
Human Resources - Profiles	4,820	3,753	4,400	4,052	3,415	5,699	7,614	4,579	4,698	4,463	3193	2,633	3,974
Human Resources - Reports	312	310	262	244	253	178	188	297	214	167	144	170	286
Internal Medicine	74	27	4	1	0	6	19	13	12	31	17	57	56
MED5 - Reports	1	2	1	1	0	1	2	3	1	2	1	2	7
Office of Public Information	-	-	-	-	-	-	-	-	-	-	-	11	10
Physician Associates Program	27	55	14	21	16	3	5	0	1	19	15	20	40
Space Inventory System	41	23	39	29	64	23	15	76	179	68	63	35	44
Student Research	43	32	44	1	0	57	7	38	13	43	7	5	66
Student Systems	404	464	516	455	21	484	409	479	322	285	132	313	356
Support Services	93	97	140	148	386	137	175	161	179	173	141	131	117
System Administration	128	229	245	441	537	213	100	162	152	139	72	150	106
Yale Animal Resource Center	259	233	324	236	51	262	323	295	293	298	272	286	281
Other/Miscellaneous	42	38	66	40	42	6	2	7	8	17	0	3	6

### Details: Electronic mail

<b>Electronic mail total</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>	<b>782,760</b>	<b>899,060</b>	<b>1,297,225</b>	<b>1,316,891</b>	<b>1,286,579</b>
PMDF	570,473	653,982	633,034	800,676	678,282	600,109	600,849	568,329	782,760	899,060	1,297,225	1,316,891	1,286,579
email.med.yale.edu	217,812	229,667	242,800	302,774	271,569	177,219	172,089	not avail*	not avail*	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	1,363	714
CINAHL							194	150	312	472	390	216	238
Compendex							158	90	162	141	122	89	221
Curent Contents							1,281	1,209	1,485	2,289	1,012	884	1,179
Full-Text Journal Collections	2,241	2,486	2,645	2,839		2,528	3,028	2,079	2,790	1,763	7,050	1,785	3,515
HAPI							35	24	71	81	76	23	44
HealthStar							285	191	254	390	397	254	303
MEDLINE, current segment							8,172	6,552	7,768	7,466	6,468	4,927	6,004
MEDLINE back files							7,215	2,044	6,747	6,086	5,437	4,646	5,326
PsychInfo							925	913	1,306	1,868	2,163	1,495	1,328
access method: telnet sessions	11,239	10,584	10,850	9,938	7,597	7,330	6,909	5,910	7,270	6,862	5033	3,830	4,503
access method: Web sessions	7,367	8,272	9,486	10,760	7,826	8,181	9,361	7,472	9,962	12,796	14,453	9,618	11,096
access method: Z39.50	331	407	297	218	432	628	591	552	417	371	646	353	525

# Medical Center Web usage report, January 1999

## Top 10 pages accessed by Yale users

<u>this year</u>	<u>last year</u>
Medical Center	Medical Center
MedMenu	Medical Library
EPH Library	MedMenu
Medical Library	School of Medicine
School of Medicine	Student course evaluations
Desktop Support	Desktop Support
YAXIS: Web site by and for Yale medical students	Medical Library's Internet search page
Server search	Server search
MB&B course final exam	Academic departments page
Find a person	Find a person

## 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
Yale-New Haven Hospital Clinical Workstation	School of Medicine
School of Medicine	Server search
School of Medicine's admissions viewbook	School of Medicine's admissions viewbook
Medical Library	Medical Library
Academic departments page	Child Study Center's Autism page
Yale Heart Book	Medical Library's Selected Internet Resource
Medical Library's Selected Internet Resources database	Yale-New Haven Hospital
Child Study Center's Autism page	Emerging Infections Information Network (I

	<u>Jan-99</u>	<u>Jan-98</u>	<u>% change</u>
<b>Server total</b>	<b>1,545,299</b>	<b>954,720</b>	62%
<b>Who connected</b>			
Yale	444,119	267,845	66%
other US educational institutions	146,055	88,891	64%
US government & military	10,879	8,078	35%
US commercial institutions	256,426	198,628	29%
US non-profit organizations	27,342	8,088	238%
Major online service providers	194,373	101,138	92%
International	199,444	124,936	60%
<b># of unique hosts connecting</b>	<b>111,332</b>	<b>81,938</b>	36%
<b>Medical Center</b>	<b>95,633</b>	<b>60,355</b>	58%
<b>Yale-New Haven Hospital</b>	<b>9,366</b>	<b>2,107</b>	345%
<b>School of Medicine</b>	<b>13,334</b>	<b>9,640</b>	38%
<b>School of Nursing</b>	<b>2,051</b>	<b>1,128</b>	82%
<b>Major resources</b>			
Admissions, School of Medicine	-	-	-
CAIM style manual	100,064	70436	42%
Computing page	1,018	852	19%
Core research facilities page	364	248	47%
Education page	295	220	34%
Emerging Infections Information Network	1,641	2,491	-34%
Find a person	3,116	1,970	58%
Find a physician	1,037	851	22%
Medical Library	13,009	17,154	-24%
MedMenu	32,454	not avail.	-
Mission: Community Service	256	217	18%
Mission: Education	920	744	24%
Mission: Patient Care	445	308	44%
Mission: Research	1,223	1,112	10%
Scientific Affairs and Grant & Contrac Administr	1,137	1,251	-9%
Yale Faculty Practice	982	661	49%
<b>Service departments</b>			
Biomedical Communications	428	427	0%
C/AIM	3,686	2,299	60%
Center for Cell Imaging	645	547	18%
Copy Center	125	99	26%
Desktop Support	3,944	2,169	82%
Help Desk	187	164	14%
Systems Support	470	316	49%

	<u>Jan-99</u>	<u>Jan-98</u>	<u>% change</u>
<b>Academic Departments**</b>			
Anesthesiology	316	418	-24%
BBS	1,416	766	85%
Boyer Center for Molecular Medicine	780	715	9%
Cancer Center	1,390	771	80%
Cell Biology	1,434	824	74%
Cellular & Molecular Physiology	392	347	13%
Child Study Center	1,863	815	129%
Comparative Medicine	162	152	7%
Dermatology	631	781	-19%
Diagnostic Radiology	539	787	-32%
Epidemiology & Public Health	4,057	2,374	71%
Genetics	911	1,478	-38%
History of Medicine	267	184	45%
Immunobiology	738	547	35%
Internal Medicine	939	699	34%
Laboratory Medicine	522	349	50%
Neurobiology	920	741	24%
Neurology	757	565	34%
Neuroscience Program	560	441	27%
Neurosurgery	429	263	63%
Obstetrics & Gynecology	463	395	17%
Ophthalmology	1,450	589	146%
Orthopaedics & Rehabilitation	508	190	167%
Pathology	1,172	1,320	-11%
Pediatrics	768	596	29%
Pharmacology	584	355	65%
Physician Associate Program	1,259	1,025	23%
Psychiatry	1,448	1,089	33%
Surgery	175	211	-17%
Therapeutic Radiology	240	164	46%

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

Details for NetMenu Medical Library usage  
January-99

Application	total # of connections				total # of connections				total # of connections		
	Jan-99	Jan-98	% change		Jan-99	Jan-98	% change		Jan-99	Jan-98	% change
<b>Electronic textbooks</b>	<b>616</b>	<b>0</b>	<b>-</b>								
Harrison's	331	-	-	Neuroanatomy Review	4	12	-67%	GenBank	10	3	233%
MAXX	-	-	-	Neuron Model: Tutorial	-	3	-	GPO	18	-	-
Medical Letter on Drugs and Therap.	56	-	-	Neuron Model: Current Clamp	1	2	-50%	Grant Resources	17	-	-
Merck Manual	73	-	-	Neuron Model: Voltage Clamp	2	2	-	GroupWise	22	-	-
SAM: Scientific Amer. Medicine	44	-	-	Pathology Quizbank	6	60	-90%	HAPI	52	-	-
SIR - Texts	55	-	-	Perineum Quiz	4	18	-78%	HealthSTAR	59	-	-
Stat!Ref-TextB15ooks	15	-	-	PreTest (2 different fields)	12	16	-25%	HISTLINE	23	-	-
Williams-Obstetrics	42	-	-	Superhead	4	13	-69%	History of Science & Technology	9	2	350%
				Thorax Quiz	26	147	-82%	HSTAT	14	-	-
<b>Medical Education</b>	<b>813</b>	<b>1,761</b>	<b>-54%</b>	USMLE Step 1	11	30	-63%	ICD-9	22	-	-
Abdomen Quiz	57	253	-77%	USMLE Step 2	22	86	-74%	Infection Control Manual	17	-	-
Anatomic Explorer	31	53	-42%	Wheater's Interactive Histology	3	4	-	INSPEC	9	-	-
Anatomic Explorer CT	12	49	-76%					Internet Grateful Med	98	-	-
Animated Embryo	49	142	-65%	<b>Other resources</b>	<b>34,980</b>	<b>19,934</b>	<b>75%</b>	IRIS	21	0	-
Brainstem	5	16	-69%	AIDSDrugs	21	0	-	Law Library Catalog	12	-	-
Brainstem Quiz	-	7	-	AIDSLINE	23	3	667%	Martindale	26	-	-
Brainstorm	2	16	-88%	AIDSTrials-ACTIS	0	-	-	Material Safety Data Sheets	16	-	-
Breath sounds	4	15	-73%	Applied Science	0	-	-	MedMenu information	116	-	-
Cardiac Angio	11	29	-62%	Best-Evidence	0	-	-	Micromedex	57	2	2750%
Cardiac Auscultation	7	24	-71%	Bioethicsline	21	-	-	New England Journal of Medicine	44	3	1367%
Cardiac Echo	4	15	-73%	Biography Index	15	-	-	NEXIS-LEXIS	287	37	676%
Cardiac MRI	6	29	-79%	Biomed VAX	14,299	10,359	38%	NIH-Consensus-Dev-Statements	3	-	-
Cardiac Perfusion Imaging: SP	1	0	-	Biosis	62	25	148%	NIH-Grants/Guide	27	-	-
Cardiac Perfusion Imaging: PI	-	2	-	Books in Print	25	6	317%	NLM Locator	15	-	-
Cardiothoracic Image Quiz	33	94	-65%	Britannica Online	41	3	1267%	NO	-	-	-
Cardiothoracic Imaging	9	66	-86%	Bulldog Access	104	119	-13%	NTIS	17	-	-
Concise Atlas - Cardiothoracic	19	53	-64%	Cancernet	37	-	-	OMIM	52	2	2500%
Concise Atlas - Chest	9	66	-86%	CIAO: Columbia Int'l Affairs Online	0	-	-	OSH-ROM	14	-	-
Concise Atlas - Extremities	-	8	-	CINAHL	51	7	629%	OVID	8,721	4,517	93%
Concise Atlas - Head & Neck	-	15	-	Clinical Laboratory	11	-	-	Pantheon/Minerva	2,207	2,629	-16%
Course evaluations	20	-	-	Cochrane	44	-	-	Patent Search	24	-	-
Cranial Nerves	-	1	-	Community of Science	96	14	586%	PDR	50	-	-
Educational Software	246	0	-	Compendex	36	0	-	Periodicals Contents Index	22	-	-
Embryo images	30	90	-67%	Congressional Universe	17	0	-	Phone Books	27	5	440%
EPS Review	3	3	0%	CT CRISP	15	0	-	Physican Data Query	17	12	42%
Extremities Quiz	3	33	-91%	Current Contents	63	31	103%	POPLINE	23	-	-
Forebrain (Syracuse)	-	4	-	Current Diagnoses	281	-	-	ProQuest-Direct	18	-	-
Gross Anatomy Review	47	85	-45%	Diagnostic Imaging	0	-	-	PsycINFO	71	72	-1%
HARP (Histological Anatomy Review)	2	12	-83%	DIRLINE	17	-	-	PubMed (NCBI)	152	-	-
Head and Neuroanatomy Quiz	-	14	-	Dissertation Abstracts	38	-	-	Research Workstation	22	-	-
Head Quiz	1	5	-80%	EBMR	31	-	-	Residents' Reprints	16	-	-
Histology Quizbank	1	5	-80%	EconLit	3	-	-	Selected Internet Resources (SIR)	917	-	-
Histology Video Review	-	9	-	Electronic Journals	1,769	22	7941%	Sociofile	2	-	-
HyperBRAIN	1	-	-	Electronic Textbooks	653	-	-	Statistical UNIVerse	26	-	-
HyperCELL	-	4	-	Entrez	43	-	-	Surgical Pathology	23	-	-
Hyperheart	8	16	-50%	EPIC	14	-	-	Toxline	15	-	-
Interactive Brain Atlas	4	16	-75%	ERAS	2	1	100%	TOXNET	17	-	-
Interactive Respiratory Physiology	-	19	-	ERIC	14	2	600%	UnCover	18	-	-
KINEMAGE	-	2	-	Eureka	16	2	700%	Web-of-Science	187	78	140%
Lazy Eye	3	6	-50%	FEDIX	9	-	-	WilsonWeb	10	-	-
MacBaby	83	206	-60%	Formulary Catalog	15	-	-	Yale Library Catalog (OPAC)	3352	1,976	70%
Microbiology Quizbank	7	12	-42%	FREIDA	27	5	440%	Y-Axis	43	-	-
				GDB	10	-	-				

**Details for NetMenu Hospital usage  
January-99**

<u>Application</u>	<u>total # of connections</u>		
	<u>Jan-99</u>	<u>Jan-98</u>	<u>% change</u>
<b>Hospital information systems</b>	<b>6,974</b>	<b>22,980</b>	<b>-70%</b>
CCSS	4,134	11,814	-65%
ChartView	36	760	-95%
Clinical laboratory	2,672	9,131	-71%
Diagnostic Imaging	13	179	-93%
EPIC	62	711	-91%
Electronic Signature (ESA)	47	223	-79%
Surgical Pathology	10	162	-94%
<b>Bibliographic databases and search tools</b>	<b>3,712</b>	<b>1,071</b>	<b>247%</b>
CINAHL	18	71	-75%
Current Contents	-	0	-
Health Planning and Admin.	16	34	-53%
HealthSTAR-OVID	-	0	-
INTERNET	3,527	-	-
MEDLINE	143	916	-84%
Yale Library Catalog (ORBIS)	8	50	-84%
<b>Word processing &amp; utilities</b>	<b>283</b>	<b>1,437</b>	<b>-80%</b>
Clinical Workstation locations	18	70	-74%
Format disk	6	45	-87%
Virus scan	3	59	-
Wordperfect	256	1,263	-80%
<b>Procedure recorders</b>	<b>43</b>	<b>291</b>	<b>-85%</b>
ED	2	0	-
Medicine	12	65	-82%

<u>Application</u>	<u>total # of connections</u>		
	<u>Jan-99</u>	<u>Jan-98</u>	<u>% change</u>
<b>Full text and factual databases</b>	<b>438</b>	<b>1,841</b>	<b>-76%</b>
AIDS/Drugs/Trials/Line-Bioethic	-	0	-
Delineation of Clinical Privileges	3	20	-
Electronic Journals	-	0	-
Harrison's	57	343	-83%
Infection Control Manual	-	0	-
JCAHO Accreditation Manual	6	16	-63%
Little Brown Handbooks	32	128	-75%
Merck Manual	5	80	-94%
Micromedex	279	1,011	-72%
New England Journal of Medicine	24	118	-80%
Nursing Procedures Manual	-	1	-
Red Book on Pediatric Infections	3	37	-92%
Rosen's Emergency Medicine	7	36	-81%
STAT!-Reference	14	51	-73%
YNHH Formulary	-	0	-
YNHH Documents	-	0	-
YNHH Physician Phone Book	8	0	-
<b>Email/news/networks</b>	<b>938</b>	<b>11,558</b>	<b>-92%</b>
Biomed Email	176	675	-74%
DEC RAD Telnet	-	-	-
Find People at YNHH/Yale	-	0	-
GroupWise Email	762	2,152	-65%
Internet access	-	8,731	-100%
<b>Clinical Assistance</b>	<b>8</b>	<b>0</b>	<b>-</b>
Coag Advisor	8	0	-