

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

**Highlights and milestones**

- Core Network Service clients are increasing by approximately 2% per month, to 4562 in March.
- Forty-percent more email messages (over 1.5 million) are being sent compared to a year ago.
- Use of the Hospital's main web page has increased six-fold from last year, to over 10,000 hits per month.
- Information requests to the Help Desk were 39% higher in March compared to the previous 90 days.
- One service is cancelled for every 33 new services ordered.



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<u>Applications</u>	<u>this month</u>	<u>Mar-98</u>	<u>% change</u>
AS/400 applications	10,420	9,730	7%
CINAHL	352	623	-43%
Biosis	896	1479	-39%
Clinical Reporting System (CRS)	498	500	0%
accesses per user per month	10.4	6	73%
Current Contents*	1,211	4,057	-70%
Electronic mail (# messages sent)	1,539,572	1,103,450	40%
messages per user per day	7.9	4.6	71%
HealthSTAR	317	646	-51%
MEDLINE	20,834	20,905	0%
searches per active user per month	6.6	9.0	-27%
Psychinfo	1,926	-	-
Medical Center World Wide Web			
Medical Center home page	98,913	74,592	33%
Hospital home page	10,475	1,437	629%
School of Medicine home page	12,550	10,227	23%
Medical Library home page	13,793	17,275	-20%

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

<u>Background information</u>	<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 1/99	1,700	4,633
Full-time faculty, 1998-99	-	1,765
Medical & graduate students, 1998-99	-	869
Residents & postdocs, 1998-99	460	1,048
Full-time staff, 1998-99	3,440	2,332
Nursing staff, 1998-99	1,540	-
Number of beds, 1998-99	900	-

<u>ITS-Med clients</u>	<u>this month</u>	<u>change from last month</u>
Core network service	4,562	2%
Machine-only service	1,056	3%
Email-only service	588	12%
On-campus dial-up service	104	3%
Scheduling	1,269	3%
Remote access	1,333	8%
Workgroup computing	104	12%

<u>Help Desk calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Total calls	3,239	19%
Calls per day	141	-3%
% of ITS-Med clients using Help Desk	40%	21%
# of Yale affiliates using Web page	1,721	30%
% of calls rolling over to answering service	0.0%	-100%

<u>Types of calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Call transfer	352	57%
Complaint	17	21%
Information request	776	36%
ITS-Med Services	169	526%
Remote Access	82	30%
Netscape Mail	81	31%
Problem report	1463	23%
Netscape Mail	232	90%
Eudora	166	23%
Remote Access	145	107%
Printer	136	5%
Operating System	131	4%
Status inquiry	208	42%
Departments overcalling	Internal Medicine, Psychiatry, EPH, Pediatrics	
Departments undercalling	OPS, ITS-Central, ITS-Med, Anesthesiology	

<u>Work orders</u>	<u>this month</u>	<u>change from 90 day average</u>	<u>Turnaround met this month</u>	<u>change from last month</u>
Tasks added	1382	38%	-	-
Tasks completed	1551	13%	97%	7%
Delayed work orders	264	71%	-	-
Billable work orders	75.2%	-1%	-	-
Normal priority	77%	0%	99%	6%
Emergency priority	23%	2%	91%	9%
Problem reports	312	8%	97%	0%
Operating system	83	26%	99%	-1%
Printer	54	-11%	96%	-4%
Network access problem	53	13%	98%	-2%
New services	693	11%	90%	6%
Email conversion: Quickmail	99	209%	73%	-27%
Netscape Mail, other	183	85%	76%	-16%
Remote access	80	19%	87%	6%
install machine	70	4%	97%	29%
Service cancellations	21	-36%	100%	9%
Departments over-ordering	Facilities, Scientific Affairs, EPH, Financial Affairs, Surgery			
Departments under-ordering	ITS-Med, ITS-Central, Child Study Center			

<u>NetMenu workstations</u>	<u>this month (MedMenu)</u>	<u>Library # of connections Mar 1998 (NetMenu)</u>	<u>% change</u>
<b>Total</b>	<b>40,866</b>	<b>33,173</b>	<b>23%</b>
connections from Library	94%		
connections from outside Library	6%		

<u>Hospital NetMenu # of connections</u>	<u>this month</u>	<u>Mar-98</u>	<u>% change</u>
	<b>38,319</b>	<b>43,121</b>	<b>-11%</b>
	352	361	-3%

## Overall usage for selected databases

	<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>	<u>Feb-99</u>	<u>Mar-99</u>
<b>Summary</b>														
<b>AS/400 applications</b>	8,984	9,831	9,730	9,772	12,915	14,459	10,497	10,613	10,852	7,888	7,192	9,816	9,065	10,420
<b>Clinical Reporting System (CRS)</b>	511	555	500	449	561	314	368	372	345	554	310	563	251	498
<b>OVID sessions</b>	19,258	20,620	20,905	15,843	16,120	16,859	13,935	17,604	20,025	20,100	13,798	16,111	17,081	20,834
<b>Medical Center Web server</b>	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	1,568,689	1,734,951
<b>Electronic mail messages sent</b>	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	1,486,051	1,539,572

### Details: AS/400 applications

Animal Care and Use Committee	80	107	70	137	129	83	129	124	136	169	141	57	164	55
Business Management Systems	79	76	96	70	123	115	105	120	122	100	106	96	89	109
Clinical G/L Interface	3	0	10	8	23	26	18	10	10	14	2	18	8	0
Clinical Information	1	7	2	11	3	3	5	4	0	1	0	4	1	0
Clinical Information - Reports	2	0	3	4	4	3	3	1	2	0	1	1	1	0
Diagnostic Laboratory	232	272	287	355	259	350	275	216	286	229	218	309	226	300
Graduate and Continuing Education	53	60	64	3	69	65	53	60	72	58	48	59	65	87
Grants and Contracts	385	316	291	70	325	388	338	372	442	396	295	380	375	416
Grants and Contracts - Reports	38	13	15	54	18	10	21	32	125	59	27	28	25	11
Human Investigation Committee	89	91	86	39	82	69	67	82	70	66	88	105	111	99
Human Resources (CHR) - Inquiry	31	50	34	252	55	68	65	67	43	41	41	52	69	44
Human Resources (CHR) - Merit	24	19	340	1,988	1,209	301	58	62	48	35	22	14	32	46
Human Resources (CHR) - Reports	3	7	31	74	27	12	1	4	0	0	0	2	7	1
Human Resources - General	78	64	44	61	52	35	27	47	53	37	29	29	34	28
Human Resources - Inquiry	2,623	2,694	2,688	1,861	3,468	4,072	3,222	3,340	3,738	2,626	2,358	3,313	2,950	3,356
Human Resources - Profiles	3,753	4,400	4,052	3,415	5,699	7,614	4,579	4,698	4,463	3,193	2,633	3,974	3,608	4,482
Human Resources - Reports	310	262	244	253	178	188	297	214	167	144	170	286	212	216
Internal Medicine	27	4	1	0	6	19	13	12	31	17	57	56	25	3
MED5 - Reports	2	1	1	0	1	2	3	1	2	1	2	7	1	1
Office of Public Information	-	-	-	-	-	-	-	-	-	-	11	10	25	11
Physician Associates Program	55	14	21	16	3	5	0	1	19	15	20	40	28	33
Space Inventory System	23	39	29	64	23	15	76	179	68	63	35	44	32	79
Student Research	32	44	1	0	57	7	38	13	43	7	5	66	21	36
Student Systems	464	516	455	21	484	409	479	322	285	132	313	356	340	396
Support Services	97	140	148	386	137	175	161	179	173	141	131	117	207	159
System Administration	229	245	441	537	213	100	162	152	139	72	150	106	176	306
Yale Animal Resource Center	233	324	236	51	262	323	295	293	298	272	286	281	231	138
Other/Miscellaneous	38	66	40	42	6	2	7	8	17	0	3	6	2	8

### Details: Electronic mail

<b>Electronic mail total</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>	<b>1,486,051</b>	<b>1,539,572</b>
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### Details: OVID

Biosis						559	499	1,289	945	919	1,363	714	890	896
CINAHL						194	150	312	472	390	216	238	296	352
Compendex						158	90	162	141	122	89	221	182	207
Curent Contents						1,281	1,209	1,485	2,289	1,012	884	1,179	1167	1211
Full-Text Journal Collections	2,486	2,645	2,839		2,528	3,028	2,079	2,790	1,763	7,050	1,785	3,515	4090	16
HAPI						35	24	71	81	76	23	44	58	77
HealthStar						285	191	254	390	397	254	303	320	317
MEDLINE, current segment						8,172	6,552	7,768	7,466	6,468	4,927	6,004	6163	6782
MEDLINE back files						7,215	2,044	6,747	6,086	5,437	4,646	5,326	5691	6903
PsychInfo						925	913	1,306	1,868	2,163	1,495	1,328	1466	1926
access method: telnet sessions	10,584	10,850	9,938	7,597	7,330	6,909	5,910	7,270	6,862	5033	3,830	4,503	4,296	5,996
access method: Web sessions	8,272	9,486	10,760	7,826	8,181	9,361	7,472	9,962	12,796	14,453	9,618	11,096	12,295	14,205
access method: Z39.50	407	297	218	432	628	591	552	417	371	646	353	525	495	653

# Medical Center Web usage report, March 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	Desktop Support
Desktop Support	EPH Library
Server search	Server search
Medical Library's Internet search page	Medical Library's Internet search page
Find a person	Find a person
Keck DNA Sequencing FTP access	Y-Axis (Medical Student Website)

## 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
Medical Library	Yale-New Haven Hospital Clinical Worksta
Server search	Medical Library
School of Medicine's admissions viewbook	School of Medicine's admissions viewbook
Academic departments page	Child Study Center's Autism/PDD Clinic
Yale Heart Book	Academic departments page
Medical Library's Selected Internet Resources database	Medical Library's Selected Internet Resourc

	<u>Mar-99</u>	<u>Mar-98</u>	<u>% change</u>
<b>Server total</b>	<b>1,734,951</b>	<b>974,557</b>	<b>78%</b>
<b>Who connected</b>			
Yale	455,821	252,090	81%
other US educational institutions	139,431	115,941	20%
US government & military	13,171	9,216	43%
US commercial institutions	240,229	189,325	27%
US non-profit organizations	15,259	8,341	83%
Major online service providers	173,103	101,794	70%
International	179,427	130,703	37%
<b># of unique hosts connecting</b>	<b>127,283</b>	<b>85,585</b>	<b>49%</b>
<b>Medical Center</b>	<b>98,913</b>	<b>61,745</b>	<b>60%</b>
<b>Yale-New Haven Hospital</b>	<b>10,475</b>	<b>2,138</b>	<b>390%</b>
<b>School of Medicine</b>	<b>12,550</b>	<b>9,118</b>	<b>38%</b>
<b>School of Nursing</b>	<b>1,831</b>	<b>1,207</b>	<b>52%</b>
<b>Major resources</b>			
Admissions, School of Medicine	-	-	-
CAIM style manual	109,510	74,696	47%
Computing page	1,100	768	43%
Core research facilities page	421	346	22%
Education page	340	256	33%
Emerging Infections Information Network	1,601	2,305	-31%
Find a person	3,134	2,004	56%
Find a physician	1,141	732	56%
Medical Library	13,793	16,026	-14%
MedMenu	35,682	7,193	-
Mission: Community Service	316	253	25%
Mission: Education	1,028	732	40%
Mission: Patient Care	522	343	52%
Mission: Research	1,365	1,121	22%
Scientific Affairs and Grant & Contrac Adminis	995	768	30%
Yale Faculty Practice	1,071	702	53%
<b>Service departments</b>			
Biomedical Communications	512	475	8%
C/AIM	5,107	4,686	9%
Center for Cell Imaging	742	594	25%
Copy Center	142	146	-3%
Desktop Support	3,841	2,224	73%
Help Desk	213	137	55%
Systems Support	473	255	85%

	<u>Mar-99</u>	<u>Mar-98</u>	<u>% change</u>
<b>Academic Departments**</b>			
Anesthesiology	246	391	-37%
BBS	1,222	798	53%
Boyer Center for Molecular Medicine	759	541	40%
Cancer Center	1,141	604	89%
Cell Biology	1,516	625	143%
Cellular & Molecular Physiology	430	367	17%
Child Study Center	1,790	615	191%
Comparative Medicine	175	87	101%
Dermatology	1,146	515	123%
Diagnostic Radiology	601	665	-10%
Epidemiology & Public Health	4,448	1,892	135%
Genetics	858	754	14%
History of Medicine	347	146	138%
Immunobiolog	656	372	76%
Internal Medicin	834	502	66%
Laboratory Medicine	464	232	100%
Neurobiology	875	657	33%
Neurology	654	417	57%
Neuroscience Program	569	310	84%
Neurosurgery	337	206	64%
Obstetrics & Gynecology	448	271	65%
Ophthalmology	1,437	506	184%
Orthopaedics & Rehabilitation	477	123	288%
Pathology	1,168	1,103	6%
Pediatrics	733	418	75%
Pharmacology	491	309	59%
Physician Associate Program	1,202	752	60%
Psychiatry	1,344	914	47%
Surgery	187	179	4%
Therapeutic Radiology	258	100	158%

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



Details for NetMenu Hospital usage  
March-99

to be done

<u>Application</u>	<u>total # of connections</u>			<u>Application</u>	<u>total # of connections</u>		
	<u>Mar-99</u>	<u>Mar-98</u>	<u>% change</u>		<u>Mar-99</u>	<u>Mar-98</u>	<u>% change</u>
<b>Hospital information systems</b>	<b>25,422</b>	<b>24,466</b>	4%	<b>Full text and factual databases</b>	<b>3,269</b>	<b>2,229</b>	<b>47%</b>
CCSS	11,907	11,949	0%	AIDS/Drugs/Trials/Line-Bioethic	4	0	-
ChartView	1,725	753	129%	Cochrane's	17	-	-
Clinical laboratory	10,364	10,292	1%	Current Diag	151	-	-
Diagnostic Imaging	68	220	-69%	Delineation of Clinical Privileges	13	28	-
EPIC	274	606	-55%	Electronic Journals	352	0	-
Electronic Signature (ESA)	1,065	469	127%	Electronic Textbooks	430	-	-
Surgical Pathology	19	177	-89%	Global Textbook of Anesthesiology	12	-	-
				Harrison's	502	383	31%
<b>Bibliographic databases and search tools</b>	<b>1,254</b>	<b>1,738</b>	<b>-28%</b>	Infection Control Manual	24	0	-
CINAHL	40	131	-69%	JCAHO Accreditation Manual	39	70	-44%
Current Contents	4	0	-	Lab point of care	3	-	-
Health Planning and Admin.	10	50	-80%	Little Brown Handbooks	127	213	-40%
HealthSTAR-OVID	4	0	-	Material safety	3	-	-
INTERNET		0	-	Medical Letter	23	-	-
OVID/MEDLINE	1,175	1,472	-20%	Merck Manual	85	95	-11%
Yale Library Catalog (ORBIS)	21	85	-75%	Micromedex	513	1,006	-49%
				New England Journal of Medicine	32	217	-85%
<b>Word processing &amp; utilities</b>	<b>992</b>	<b>1,278</b>	<b>-22%</b>	Nursing Procedures Manual	80	0	-
Clinical Workstation locations	26	74	-65%	OMIM	3	-	-
Format disk	18	28	-36%	Pharmacy InfoNet	49	-	-
Virus scan	9	39	-	Red Book on Pediatric Infections	28	22	27%
Wordperfect	156	1,137	-86%	Rosen's Emergency Medicine	43	54	-20%
Word for Windows	783	-	-	STAT!-Reference	34	96	-65%
				Virtual Hospital	50	-	-
<b>Procedure recorders</b>	<b>360</b>	<b>429</b>	<b>-16%</b>	Williams Obstetrics	7	-	-
ED	35	37	-	YNHH Formulary	11	0	-
				YNHH Documents	432	-	-