

Information Technology Services - Medicine
Monthly Report
April 1999

Highlights and milestones

- The Student Affairs Admissions System was successfully converted for Year 2000 compliancy.
- The IT Partner project held its first training class, with several more scheduled in the near future.
- CAIM deployed for YNHH two new training courses for house staff: Blood Borne Pathogen Protection and TB Protection.
- The Howard Hughes Medical Institute Laboratory Safety course entitled Practicing Safe Science had its official release to both the HHMI institutions nation wide and the general public.
- The University of Alabama licensed the PricewaterhouseCoopers CAIM Faculty Billing Compliance course and Quiz.
- CAIM deployed for the University of Maryland the Yale University Bloodborne Pathogen and Chemical Hazardous Waste training courses.
- Netscape 4.51 testing and on-line documentation was completed.
- The CAIM connection to the vBNS high-speed Internet II backbone was completed.
- Y2K compliance information for ITS- Med and ITS-Central applications was published on the web
- Clients made 9% fewer Help Desk calls per day than the previous 90 days. Status inquiries and Netscape Mail problem reports decreased dramatically (by 50% and 44% respectively).
- 98% of tasks were completed within turnaround time limits.



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<u>Applications</u>	<u>this month</u>	<u>Apr-98</u>	<u>% change</u>
AS/400 applications	11,139	9,730	14%
CINAHL	377	612	-38%
Biosis	923	1,479	-38%
Clinical Reporting System (CRS)	395	500	-21%
accesses per user per month	6.8	6.0	14%
Current Contents*	1,003	4,057	-75%
Electronic mail (# messages sent)	1,251,006	1,103,450	13%
messages per user per day	7.1	5.7	24%
HealthSTAR	413	450	-8%
MEDLINE	22,139	20,905	6%
searches per active user per month	6.1	5.7	6%
Psychinfo	2,987	-	-
Medical Center World Wide Web			
Medical Center home page	102,731	71,783	43%
Hospital home page	13,493	4,746	184%
School of Medicine home page	12,899	10,022	29%
Medical Library home page	15,099	16,506	-9%

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

<u>Help Desk calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Total calls	2,679	-17%
Calls per day	128	-9%
% of ITS-Med clients using Help Desk	34%	-15%
# of Yale affiliates using Web page	1,558	-9%
% of calls rolling over to answering service	0.0%	0%
<u>Types of calls</u>		
Call transfer	394	12%
Complaint	15	-12%
Information request	631	-19%
ITS-Med Services	81	-52%
Remote Access	72	-12%
Netscape Mail	51	-37%
Problem report	1229	-16%
Eudora	137	-17%
Netscape Mail	130	-44%
Operating System	119	-9%
Remote Access	107	-26%
Printer	106	-22%
Status inquiry	105	-50%
Departments overcalling	Internal Medicine, Psychiatry, Faculty Practice	
Departments undercalling	OPS, ITS-Med, ITS-Central	

<u>NetMenu workstations</u>	<u>Library</u>			<u>Hospital NetMenu</u>		
	<u>this month</u>	<u># of connections</u>	<u>% change</u>	<u>this month</u>	<u>Apr-98</u>	<u>% change</u>
<u>Type of application</u>	<u>(MedMenu)</u>	<u>April 1998 (NetMenu)</u>	<u>% change</u>			
Total	42,282	34,285	23%	33,888	41,611	-19%
connections from Library	94%			311	361	-14%
connections from outside Library	6%					

<u>Background information</u>	<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 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>change from</u>	
	<u>this month</u>	<u>last month</u>
<u>ITS-Med clients</u>		
Core network service	4,593	1%
Machine-only service	1,064	1%
Email-only service	593	1%
On-campus dial-up service	107	3%
Scheduling	1,284	1%
Remote access	1,353	2%
Workgroup computing	104	0%

<u>Work orders</u>	<u>this month</u>	<u>change from 90 day average</u>	<u>Turnaround met</u>	
			<u>this month</u>	<u>change from last month</u>
Tasks added	964	-30%	-	-
Tasks completed	1135	-27%	98%	1%
Delayed work orders	122	-54%	-	-
Billable work orders	82%	9%	-	-
Normal priority	75%	-3%	98%	-1%
Emergency priority	25%	9%	98%	7%
Problem reports	265	-15%	99%	2%
Operating system	63	-24%	100%	1%
Printer	60	11%	100%	4%
Network access problem	47	-11%	100%	2%
New services	433	-38%	98%	4%
Netscape Mail	64	-35%	88%	21%
Install machine	63	-66%	98%	29%
Swap	58	-28%	98%	13%
Service cancellations	46	119%	100%	9%
Departments over-ordering	Facilities, OPS			
Departments under-ordering	ITS-Central, Surgery, ITS-Med, Genetics, Anesthesiology			

Overall usage for selected databases

	<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>	<u>Apr-99</u>
Summary														
AS/400 applications	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	11,139
Clinical Reporting System (CRS)	555	500	449	561	314	368	372	345	554	310	563	251	498	395
OVID sessions	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	22,139
Medical Center Web server	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	1,789,042
Electronic mail messages sent	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	1,668,008

Details: AS/400 applications

Animal Care and Use Committee	107	70	137	129	83	129	124	136	169	141	57	164	55	74
Business Management Systems	76	96	70	123	115	105	120	122	100	106	96	89	109	106
Clinical G/L Interface	0	10	8	23	26	18	10	10	14	2	18	8	0	10
Clinical Information	7	2	11	3	3	5	4	0	1	0	4	1	0	5
Clinical Information - Reports	0	3	4	4	3	3	1	2	0	1	1	1	0	5
Diagnostic Laboratory	272	287	355	259	350	275	216	286	229	218	309	226	300	275
Graduate and Continuing Education	60	64	3	69	65	53	60	72	58	48	59	65	87	69
Grants and Contracts	316	291	70	325	388	338	372	442	396	295	380	375	416	405
Grants and Contracts - Reports	13	15	54	18	10	21	32	125	59	27	28	25	11	34
Human Investigation Committee	91	86	39	82	69	67	82	70	66	88	105	111	99	103
Human Resources (CHR) - Inquiry	50	34	252	55	68	65	67	43	41	41	52	69	44	12
Human Resources (CHR) - Merit	19	340	1,988	1,209	301	58	62	48	35	22	14	32	46	606
Human Resources (CHR) - Reports	7	31	74	27	12	1	4	0	0	0	2	7	1	37
Human Resources - General	64	44	61	52	35	27	47	53	37	29	29	34	28	55
Human Resources - Inquiry	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	3,466
Human Resources - Profiles	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	4,293
Human Resources - Reports	262	244	253	178	188	297	214	167	144	170	286	212	216	252
Internal Medicine	4	1	0	6	19	13	12	31	17	57	56	25	3	0
MED5 - Reports	1	1	0	1	2	3	1	2	1	2	7	1	1	1
Office of Public Information	-	-	-	-	-	-	-	-	-	11	10	25	11	7
Physician Associates Program	14	21	16	3	5	0	1	19	15	20	40	28	33	13
Space Inventory System	39	29	64	23	15	76	179	68	63	35	44	32	79	140
Student Research	44	1	0	57	7	38	13	43	7	5	66	21	36	42
Student Systems	516	455	21	484	409	479	322	285	132	313	356	340	396	348
Support Services	140	148	386	137	175	161	179	173	141	131	117	207	159	139
System Administration	245	441	537	213	100	162	152	139	72	150	106	176	306	530
Yale Animal Resource Center	324	236	51	262	323	295	293	298	272	286	281	231	138	106
Other/Miscellaneous	66	40	42	6	2	7	8	17	0	3	6	2	8	6

Details: Electronic mail

Electronic mail total	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	1,668,008
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Details: OVID

Biosis					559	499	1,289	945	919	1,363	714	890	896	923
CINAHL					194	150	312	472	390	216	238	296	352	377
Compendex					158	90	162	141	122	89	221	182	207	142
Current Contents					1,281	1,209	1,485	2,289	1,012	884	1,179	1,167	1,211	1,003
Full-Text Journal Collections	2,645	2,839		2,528	3,028	2,079	2,790	1,763	7,050	1,785	3,515	4,090	16	0
HAPI					35	24	71	81	76	23	44	58	77	80
HealthStar					285	191	254	390	397	254	303	320	317	413
MEDLINE, current segment					8,172	6,552	7,768	7,466	6,468	4,927	6,004	6,163	6,782	6,320
MEDLINE back files					7,215	2,044	6,747	6,086	5,437	4,646	5,326	5,691	6,903	7,143
PsychInfo					925	913	1,306	1,868	2,163	1,495	1,328	1,466	1,926	2,987
access method: telnet sessions	10,850	9,938	7,597	7,330	6,909	5,910	7,270	6,862	5,033	3,830	4,503	4,296	5,996	5,604
access method: Web sessions	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	15,967
access method: Z39.50	297	218	432	628	591	552	417	371	646	353	525	495	653	562

Medical Center Web usage report, April 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	Y-Axis (Medical Student Website)
Medical Library's Selected Internet Resources	Medical Library's Internet search page
Find a person	Computer Resource Lab (CRL)
Computer Resource Lab	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
Yale-New Haven Hospital Clinical Workstation	Medical Center page
Medical Center page	School of Medicine
School of Medicine	Server search
Medical Library	Yale-New Haven Hospital Clinical Workstation
Server search	School of Medicine's admissions viewbook
School of Medicine's admissions viewbook	Medical Library
Academic departments page	Child Study Center's Autism/PDD Clinic
OB/GYN HCG Reference Service	Medical Library's Selected Internet Resource
Yale Heart Book	Consortium of Multiple Sclerosis Centers

	<u>Apr-99</u>	<u>Apr-98</u>	<u>% change</u>
Server total	1,789,042	1,052,005	70%
Who connected			
Yale	479,450	257,848	86%
other US educational institutions	163,964	110,236	49%
US government & military	19,947	11,762	70%
US commercial institutions	241,035	218,801	10%
US non-profit organizations	14,254	10,062	42%
Major online service providers	157,081	112,301	40%
International	157,422	134,890	17%
# of unique hosts connecting	128,945	93,423	38%
Medical Center	102,731	71,783	43%
Yale-New Haven Hospital	13,493	4,746	184%
School of Medicine	12,899	10,022	29%
School of Nursing	2,007	1,102	82%
Major resources			
Admissions, School of Medicine	-	-	-
CAIM style manual	107,614	88056	22%
Computing page	1,060	925	15%
Core research facilities page	403	291	38%
Education page	240	256	-6%
Emerging Infections Information Network	1,600	2,272	-30%
Find a person	3,244	2,177	49%
Find a physician	1,148	773	49%
Medical Library	15,099	16,506	-9%
MedMenu	40,221	8,719	361%
Mission: Community Service	456	174	162%
Mission: Education	941	720	31%
Mission: Patient Care	552	278	99%
Mission: Research	1,378	981	40%
Scientific Affairs and Grant & Contract Administration	848	935	-9%
Yale Faculty Practice	1,119	693	61%
Service departments			
Biomedical Communications	416	413	1%
C/AIM	4,795	5,096	-6%
Center for Cell Imaging	630	554	14%
Copy Center	218	95	129%
Desktop Support	3,841	2,243	71%
Help Desk	4,376	95	4506%
Systems Support	448	280	60%

	<u>Apr-99</u>	<u>Apr-98</u>	<u>% change</u>
Academic Departments**			
Anesthesiology	220	531	-59%
BBS	1,076	775	39%
Boyer Center for Molecular Medicine	755	655	15%
Cancer Center	1,315	846	55%
Cell Biology	776	744	4%
Cellular & Molecular Physiology	475	272	75%
Child Study Center	2,044	1,445	41%
Comparative Medicine	216	153	41%
Dermatology	566	630	-10%
Diagnostic Radiology	746	708	5%
Epidemiology & Public Health	3,978	2,303	73%
Genetics	868	1,088	-20%
History of Medicine	238	198	20%
Immunobiology	573	470	22%
Internal Medicine	850	606	40%
Laboratory Medicine	490	413	19%
Neurobiology	935	696	34%
Neurology	803	656	22%
Neuroscience Program	547	308	78%
Neurosurgery	388	257	51%
Obstetrics & Gynecology	728	384	90%
Ophthalmology	714	680	5%
Orthopaedics & Rehabilitation	454	199	128%
Pathology	1,055	1,167	-10%
Pediatrics	834	535	56%
Pharmacology	524	351	49%
Physician Associate Program	1,117	1,014	10%
Psychiatry	1,442	1,212	19%
Surgery	123	184	-33%
Therapeutic Radiology	245	132	86%

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

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

<u>Application</u>	<u>total # of connections</u>		
	<u>Apr-99</u>	<u>Apr-98</u>	<u>% change</u>
Hospital information systems	23,518	23,919	-2%
CCSS	11,512	12,031	-4%
ChartView	1,745	735	137%
Clinical laboratory	9,140	9,871	-7%
Diagnostic Imaging	31	109	-72%
EPIC	165	557	-70%
Electronic Signature (ESA)	905	509	78%
Surgical Pathology	20	107	-81%
Bibliographic databases and search tools	5,138	1,056	387%
CINAHL	33	104	-68%
Current Contents	6	-	-
Health Planning and Admin.	10	-	-
HealthSTAR-OVID	1057	63	1578%
INTERNET	3,761	-	-
Mainframe	5	-	-
MEDLINE	193	836	-77%
Pharmacy	29	-	-
Yale Library Catalog (ORBIS)	44	53	-17%
Word processing & utilities	311	1,185	-74%
Clinical Workstation locations	24	50	-52%
Format disk	22	24	-8%
Virus scan	9	15	-40%
Wordperfect	256	1,096	-77%
Procedure recorders	162	329	-51%

<u>Application</u>	<u>total # of connections</u>		
	<u>Apr-99</u>	<u>Apr-98</u>	<u>% change</u>
Full text and factual databases	3,177	1,721	85%
AIDS/Drugs/Trials/Line-Bioethic	3	1	200%
Cochrane Library	19	-	-
Delineation of Clinical Privileges	5	13	-62%
Directory (Yale)	7	-	-
Electronic Journals	-	1	-
Harrison's	476	283	68%
Infection Control Manual	15	-	-
JCAHO Accreditation Manual	43	60	-28%
Journals	368	-	-
Little Brown Handbooks	109	137	-20%
Merck Manual	83	59	41%
Micromedex	593	846	-30%
New England Journal of Medicine	32	134	-76%
Nursing Procedures Manual	93	-	-
Red Book on Pediatric Infections	25	20	25%
Rosen's Emergency Medicine	47	46	2%
STAT!-Reference	174	73	138%
Textbooks	428	-	-
YNHH Formulary	5	1	400%
YNHH Documents	456	-	-
YNHH House Staff Training	177	-	-
YNHH Physician Phone Book	19	47	-60%
Email/news/networks	1,083	13,382	-92%
Biomed Email	577	831	-31%
GroupWise Email	18	2,424	-99%
GroupWise Webaccess	488	10,127	-95%