

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

Highlights and milestones

- The new BMS2000 menu system was implemented.
- The new Grant & Contract Proposal and Award System (GPAS) was implemented.
- A major new version release of the Patient-Provider Information System was implemented.
- The Yale Administrative Menu System (YAMS) was introduced at the School of Medicine.
- Netscape 4.51 for both PC and Macintosh was rolled out to School of Medicine clients.
- The Maintenance Key was implemented, which allows ITS-Med to remotely install or update the applications related to PJX for Windows NT machines.
- All project X development and implementation details were completed for the School of Medicine:
- The Y2K business impact analysis was completed.



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<u>Applications</u>	<u>this month</u>	<u>May-98</u>	<u>% change</u>
AS/400 applications	11,901	9,730	22%
CINAHL	272	612	-56%
Biosis	585	1,479	-60%
Clinical Reporting System (CRS)	466	500	-7%
accesses per user per month	5.1	6.0	-16%
Current Contents*	800	4,057	-80%
Electronic mail (# messages sent)	1,473,220	1,103,450	34%
messages per user per day	8.3	5.7	46%
HealthSTAR	198	450	-56%
MEDLINE	18,639	20,905	-11%
searches per active user per month	5.1	5.7	-11%
Psychinfo	1,375	-	-
Remote access (median users/day)	470	-	-
Medical Center World Wide Web			
Medical Center home page	90,403	71,783	26%
Hospital home page	13,948	4,746	194%
School of Medicine home page	11,672	10,022	16%
Medical Library home page	12,513	16,506	-24%

*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	2,875	-3%
Calls per day	144	4%
% of ITS-Med clients using Help Desk	35%	-3%
# of Yale affiliates using Web page	1,552	0%
% of calls rolling over to answering service	0.0%	0%

<u>Types of calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Call transfer	332	-6%
Complaint	9	-53%
Information request	605	-12%
ITS-Med Services	105	-4%
Remote Access	53	-36%
Software	50	79%
Problem report	1545	13%
Netscape Mail	230	26%
Outage	143	64%
Printer	142	14%
Network Access	133	39%
Status inquiry	111	-29%
Departments overcalling	Internal Medicine, Psychiatry, Financial Operations, EPH	
Departments undercalling	OPS, ITS-Med, ITS-Central	

<u>NetMenu workstations</u>	<u>Library # of connections</u>		
<u>Type of application</u>	<u>this month (MedMenu)</u>	<u>May 1998 (NetMenu)</u>	<u>% change</u>
Total	35,677	23,924	49%
connections from Library	90%		
connections from outside Library	10%		

<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>ITS-Med clients</u>	<u>this month</u>	<u>change from last month</u>
Core network service	4,641	1%
Machine-only service	1,080	2%
Email-only service	615	4%
On-campus dial-up service	107	0%
Scheduling	1,328	3%
Remote access	1,418	5%
Workgroup computing	105	1%

<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	1049	-16%	-	-
Tasks completed	1030	-24%	95%	8%
Delayed work orders	171	-19%	-	-
Billable work orders	84%	14%	-	-
Normal priority	76%	-2%	98%	0%
Emergency priority	24%	7%	97%	-1%
Problem reports	342	18%	100%	2%
Printer	78	37%	100%	1%
Operating system	75	-5%	100%	0%
Network access problem	67	34%	100%	1%
New services	415	-37%	94%	7%
Swap	68	11%	98%	13%
Move	56	75%	100%	10%
Remote Access	52	-32%	96%	3%
Network install	48	-13%	89%	14%
Service cancellations	22	-27%	100%	4%
Departments over-ordering	Facilities, Internal Medicine, MB&B			
Departments under-ordering	ITS-Central, Nursing, ITS-Med			

<u>Hospital NetMenu # of connections</u>		
<u>this month</u>	<u>May-98</u>	<u>% change</u>
35,947	39,753	-10%
330	361	-9%

Overall usage for selected databases

	<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>	<u>May-99</u>
Summary													
AS/400 applications	9,772	12,915	14,459	10,497	10,613	10,852	7,888	7,192	9,816	9,065	10,420	11,139	11,901
Clinical Reporting System (CRS)	449	561	314	368	372	345	554	310	563	251	498	395	466
OVID sessions	15,843	16,120	16,859	13,935	17,604	20,025	20,100	13,798	16,111	17,081	20,834	22,139	18,639
Medical Center Web server	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	1,600,024
Electronic mail messages sent	534,291	437,247	434,778	319,685	440,303	505,721	729,689	740,751	723,701	835,904	866,009	938,255	828,686

Details: AS/400 applications

Animal Care and Use Committee	137	129	83	129	124	136	169	141	57	164	55	74	52
Business Management Systems	70	123	115	105	120	122	100	106	96	89	109	106	97
Clinical G/L Interface	8	23	26	18	10	10	14	2	18	8	0	10	2
Clinical Information	11	3	3	5	4	0	1	0	4	1	0	5	1
Clinical Information - Reports	4	4	3	3	1	2	0	1	1	1	0	5	0
Diagnostic Laboratory	355	259	350	275	216	286	229	218	309	226	300	275	209
Graduate and Continuing Education	3	69	65	53	60	72	58	48	59	65	87	69	61
Grants and Contracts	70	325	388	338	372	442	396	295	380	375	416	405	362
Grants and Contracts - Reports	54	18	10	21	32	125	59	27	28	25	11	34	21
Human Investigation Committee	39	82	69	67	82	70	66	88	105	111	99	103	92
Human Resources (CHR) - Inquiry	252	55	68	65	67	43	41	41	52	69	44	12	2
Human Resources (CHR) - Merit	1,988	1,209	301	58	62	48	35	22	14	32	46	606	1950
Human Resources (CHR) - Reports	74	27	12	1	4	0	0	0	2	7	1	37	45
Human Resources - General	61	52	35	27	47	53	37	29	29	34	28	55	49
Human Resources - Inquiry	1,861	3,468	4,072	3,222	3,340	3,738	2,626	2,358	3,313	2,950	3,356	3,466	3,298
Human Resources - Profiles	3,415	5,699	7,614	4,579	4,698	4,463	3,193	2,633	3,974	3,608	4,482	4,293	4,415
Human Resources - Reports	253	178	188	297	214	167	144	170	286	212	216	252	207
Internal Medicine	0	6	19	13	12	31	17	57	56	25	3	6	0
MED5 - Reports	0	1	2	3	1	2	1	2	7	1	1	1	0
Office of Public Information	-	-	-	-	-	-	-	11	10	25	11	7	56
Physician Associates Program	16	3	5	0	1	19	15	20	40	28	33	13	2
Space Inventory System	64	23	15	76	179	68	63	35	44	32	79	140	128
Student Research	0	57	7	38	13	43	7	5	66	21	36	42	7
Student Systems	21	484	409	479	322	285	132	313	356	340	396	348	336
Support Services	386	137	175	161	179	173	141	131	117	207	159	139	137
System Administration	537	213	100	162	152	139	72	150	106	176	306	530	265
Yale Animal Resource Center	51	262	323	295	293	298	272	286	281	231	138	106	91
Other/Miscellaneous	42	6	2	7	8	17	0	3	6	2	8		16

Details: OVID

Biosis			559	499	1,289	945	919	1,363	714	890	896	923	585
CINAHL			194	150	312	472	390	216	238	296	352	377	272
Compendex			158	90	162	141	122	89	221	182	207	142	144
Curent Contents			1,281	1,209	1,485	2,289	1,012	884	1,179	1,167	1,211	1,003	800
Full-Text Journal Collections		2,528	3,028	2,079	2,790	1,763	7,050	1,785	3,515	4,090	6,931	8,265	6,464
HAPI			35	24	71	81	76	23	44	58	77	80	51
HealthStar			285	191	254	390	397	254	303	320	317	413	198
MEDLINE, current segment			8,172	6,552	7,768	7,466	6,468	4,927	6,004	6,163	6,782	6,316	5,132
MEDLINE back files			7,215	2,044	6,747	6,086	5,437	4,646	5,326	5,691	6,903	7,143	6,238
PsychInfo			925	913	1,306	1,868	2,163	1,495	1,328	1,466	1,926	2,987	1,375
access method: telnet sessions	7,597	7,330	6,909	5,910	7,270	6,862	5,033	3,830	4,503	4,296	5,996	5,604	4,408
access method: Web sessions	7,826	8,181	9,361	7,472	9,962	12,796	14,453	9,618	11,096	12,295	14,205	15,967	11,975
access method: Z39.50	432	628	591	552	417	371	646	353	525	495	653	562	427

Medical Center Web usage report, May 1999

Top 10 pages accessed by Yale users

<u>this year</u>	<u>last year</u>
Medical Center	Medical Center
MedMenu	MedMenu
Medical Library	Medical Library
EPH Library	School of Medicine
School of Medicine	Desktop Support
Desktop Support	Medical Library's Internet search page
Medical Library's Selected Internet Resources	Computer Resource Lab (CRL)
Server search	School of Medicine course evaluations
Find a person	Y-Axis (Medical Student Website)
Keck DNA Sequencing FTP access	CSO directory (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
Yale-New Haven Hospital Clinical Workstation	Medical Center page
Medical Center page	School of Medicine
School of Medicine	Yale-New Haven Hospital Clinical Worksta
Medical Library	Server search
Server search	School of Medicine's admissions viewbook
School of Medicine's admissions viewbook	Medical Library
Academic departments page	Academic departments page
MedMenu	Child Study Center's Autism/PDD Clinic
Medical Library's Selected Internet Resources	Consortium of Multiple Sclerosis Centers

	<u>May-99</u>	<u>May-98</u>	<u>% change</u>
Server total	1,600,024	997,452	60%
Who connected			
Yale	415,258	264,319	57%
other US educational institutions	165,030	95,107	74%
US government & military	21,968	10,077	118%
US commercial institutions	251,057	195,023	29%
US non-profit organizations	17,651	8,097	118%
Major online service providers	202,670	109,618	85%
International	221,144	142,594	55%
# of unique hosts connecting	104,753	88,518	18%
Medical Center	90,403	67,941	33%
Yale-New Haven Hospital	13,948	4,741	194%
School of Medicine	11,672	10,516	11%
School of Nursing	1,854	1,177	58%
Major resources			
Admissions, School of Medicine	-	-	-
CAIM style manual	94,249	82360	14%
Computing page	981	931	5%
Core research facilities page	365	290	26%
Education page	259	275	-6%
Emerging Infections Information Network	1,216	1,677	-27%
Find a person	2,884	2,048	41%
Find a physician	1,053	781	35%
Medical Library	12,513	11,138	12%
MedMenu	37,441	29,656	26%
Mission: Community Service	312	174	79%
Mission: Education	894	634	41%
Mission: Patient Care	445	296	50%
Mission: Research	1,227	820	50%
Scientific Affairs and Grant & Contrac Adminis	828	816	1%
Yale Faculty Practice	1,030	747	38%
Service departments			
Biomedical Communications	308	401	-23%
C/AIM	4,051	4,649	-13%
Center for Cell Imaging	518	514	1%
Copy Center	202	115	76%
Desktop Support	3,557	1,851	92%
Help Desk	383	89	330%
Systems Support	448	266	68%

	<u>May-99</u>	<u>May-98</u>	<u>% change</u>
Academic Departments**			
Anesthesiology	216	347	-38%
BBS	916	854	7%
Boyer Center for Molecular Medicine	815	690	18%
Cancer Center	1,029	878	17%
Cell Biology	773	715	8%
Cellular & Molecular Physiology	437	309	41%
Child Study Center	1,463	1,475	-1%
Comparative Medicine	219	169	30%
Dermatology	457	634	-28%
Diagnostic Radiology	533	671	-21%
Epidemiology & Public Health	3,078	2,227	38%
Genetics	738	895	-18%
History of Medicine	225	199	13%
Immunobiolog	544	484	12%
Internal Medicin	716	575	25%
Laboratory Medicine	406	307	32%
Neurobiology	787	632	25%
Neurology	720	619	16%
Neuroscience Program	460	350	31%
Neurosurgery	307	221	39%
Obstetrics & Gynecology	612	404	51%
Ophthalmology	614	621	-1%
Orthopaedics & Rehabilitation	388	187	107%
Pathology	873	1,215	-28%
Pediatrics	594	538	10%
Pharmacology	415	327	27%
Physician Associate Program	871	993	-12%
Psychiatry	1,305	1,051	24%
Surgery	135	168	-20%
Therapeutic Radiology	213	147	45%

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

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

<u>Application</u>	<u>total # of connections</u>			<u>Application</u>	<u>total # of connections</u>		
	<u>May-99</u>	<u>May-98</u>	<u>% change</u>		<u>May-99</u>	<u>May-98</u>	<u>% change</u>
Hospital information systems	23,187	22,705	2%	Full text and factual databases	3,203	1,607	99%
CCSS	10,829	11684	-7%	AIDS/Drugs/Trials/Line-Bioethic	5	0	-
ChartView	1,604	930	72%	Cochrane Library	15	-	-
Clinical laboratory	9,000	8774	3%	Current Diagnosis & Treatment texts	118	-	-
Diagnostic Imaging	249	113	120%	Delineation of Clinical Privileges	11	8	38%
Electronic Signature (ESA)	865	548	58%	Global Textbook of Anesthesiology	9	-	-
EPIC	586	567	3%	Harrison's	370	293	26%
Surgical Pathology	54	89	-39%	Infection Control Manual	26	-	-
				JCAHO Accreditation Manual	32	12	167%
Bibliographic databases and search tools	1,095	858	28%	Journals	288	0	-
Cancernet	9	-	-	Laboratory Point of Care Testing Procedure	2	-	-
CINAHL	16	70	-77%	Little Brown Handbooks	92	121	-24%
Current Contents	3	-	-	Material Safety Data Sheets	1	-	-
Health Planning and Admin.	19	-	-	Medical Letter on Drugs & Therapies	29	-	-
HealthSTAR-OVID	1	37	-97%	Merck Manual	92	61	51%
MEDLINE/OVID	1,022	707	45%	Micromedex	473	710	-33%
Yale Library Catalog (ORBIS)	25	44	-43%	New England Journal of Medicine	29	137	-79%
				Nursing Procedures Manual	125	-	-
Word processing & utilities	1,145	1,305	-12%	OMIM	1	-	-
Clinical Workstation locations	47	54	-13%	Pharm InfoNet	26	-	-
Format disk	18	34	-47%	Pharmacy Antibiotic Information	5	-	-
Virus scan	8	46	-83%	Red Book on Pediatric Infections	15	26	-42%
Word for Windows	839	-	-	Rosen's Emergency Medicine	47	56	-16%
Wordperfect	233	1,171	-80%	STAT!-Reference	39	151	-74%
				Textbooks	430	-	-
Procedure recorders	257	362	-29%	Virtual Hospital	11	-	-
ED	71	47	51%	YNHH Documents	469	-	-
				YNHH Formulary	8	0	-