

## **Information Technology Services - Medicine Monthly Report July 1999**

### **Highlights and milestones**

- All Project X system conversions were completed on time and on budget!
- The Facilities EMPAC system was implemented.
- The "OneApp" Physician Credentialing System was implemented in the Office of Managed Care.
- The Malpractice Roster System was migrated from mainframe FOCUS, and integrated into the Physician Credentialing System.
- The BMS "Account Lookup" query system was implemented.
- The Year 2000 risk assessment checklist for individuals was completed and promoted:  
<http://info.med.yale.edu/computing/year2000/YSMchecklist.html>
- The ITS-Med annual usage report was completed  
(<http://info.med.yale.edu/computing/research/reports/9899all.pdf>)
- The redesign of the School's main web pages went into production use; usage for the main page was 66% higher in July than June (compared to a 21% jump in overall usage for July).
- The median number of remote access users per day, 478, has increased by 72% since last year.
- The Help Desk received an average of 183 calls per day, the highest since its creation. Project X accounted for 14% of the calls.



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<u>Applications</u>	<u>this month</u>	<u>Jul-98</u>	<u>% change</u>
AS/400 applications	9,320	14,459	-36%
CINAHL	217	361	-40%
Biosis	612	559	9%
Clinical Reporting System (CRS)	471	314	50%
accesses per user per month	5.7	5.0	13%
Current Contents*	882	1,281	-31%
Electronic mail (# messages sent)	3,047,125	777,328	292%
messages per user per day	13.1	4.7	178%
HealthSTAR	197	156	26%
MEDLINE	17,844	15,387	16%
searches per active user per month	4.9	5.2	-6%
Psychinfo	1,323	925	43%
Remote access (median users/day)	478	278	72%
Medical Center World Wide Web			
Medical Center home page	115,744	84,028	38%
Hospital home page	20,961	4,183	401%
School of Medicine home page	22,434	12,300	82%
Medical Library home page	16,228	11,647	39%

\*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	3,835	12%
Calls per day	183	13%
% of ITS-Med clients using Help Desk	40%	5%
# of Yale affiliates using Web page	1,520	-2%
% 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	430	15%
Complaint	17	13%
Information request	846	18%
ITS-Med Services	195	26%
Remote Access	109	22%
Netscape Mail	55	0%
Problem report	1385	-9%
Netscape Mail	175	-14%
Operating System	150	14%
Network Access	120	-14%
Status inquiry	167	15%
Project X	527	43%
Departments overcalling	Internal Medicine, Financial Affairs, Dermatology	
Departments undercalling	OPS, Anesthesiology, Child Study Center, Nursing, HHMI	

<u>NetMenu workstations</u>	<u>this month (MedMenu)</u>	<u>Library # of connections July 1998 (NetMenu)</u>	<u>% change</u>
<b>Total</b>	<b>32,078</b>	<b>30,813</b>	<b>4%</b>
connections from Library	92%		
connections from outside Library	8%		

<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 7/99	1,700	7,523
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 - Windows	3,491	
Core network service - Macintosh	1,109	
Printer connection	727	
other machine-only connection	385	
On-campus dial-up service	119	4%
Basic network service	196	
ADSM	24	
Scheduling	1,371	0%
Remote access	1,503	3%
Workgroup computing	119	4%
Additional email account	695	

<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	1363	12%	-	-
Tasks completed	1375	13%	97%	0%
Delayed work orders	206	1%	-	-
Billable work orders	69%	-9%	-	-
Normal priority	82%	5%	100%	0%
Emergency priority	18%	-18%	99%	7%
Problem reports	323	-5%	100%	0%
Network access problem	82	4%	100%	0%
Printer	69	-7%	100%	0%
Operating system	66	-6%	100%	0%
New services	308	-27%	100%	3%
Swap	90	8%	100%	1%
Move	55	-2%	100%	0%
Service cancellations	16	0%	100%	0%
Departments over-ordering	Facilities, ITS-Med, OPS, EPH			
Departments under-ordering	Nursing, Pediatrics, Anesthesiology, Psychiatry, YPI			

<u>Hospital NetMenu # of connections</u>	<u>this month</u>	<u>Jul-98</u>	<u>% change</u>
<b>Total</b>	<b>34,582</b>	<b>37,533</b>	<b>-8%</b>

# Overall usage for selected databases

	<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>	<u>Jun-99</u>	<u>Jul-99</u>
<b>Summary</b>														
<b>AS/400 applications</b>	12,915	14,459	10,497	10,613	10,852	7,888	7,192	9,816	9,065	10,420	11,139	11,901	11,980	9,320
<b>Clinical Reporting System (CRS)</b>	561	314	368	372	345	554	310	563	251	498	395	466	524	471
<b>OVID sessions</b>	16,120	16,859	13,935	17,604	20,025	20,100	13,798	16,111	17,081	20,834	22,139	18,639	16,687	17,844
<b>Medical Center Web server</b>	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	1,825,535	2,215,143
<b>Electronic mail messages sent</b>	437,247	434,778	319,685	440,303	505,721	729,689	740,751	723,701	835,904	866,009	938,255	828,686	668,485	3,047,125

## Details: AS/400 applications

Animal Care and Use Committee	129	83	129	124	136	169	141	57	164	55	74	52	76	22
Business Management Systems	123	115	105	120	122	100	106	96	89	109	106	97	99	63
Clinical G/L Interface	23	26	18	10	10	14	2	18	8	0	10	2	10	50
Clinical Information	3	3	5	4	0	1	0	4	1	0	5	1	1	1
Clinical Information - Reports	4	3	3	1	2	0	1	1	1	0	5	0	3	5
Diagnostic Laboratory	259	350	275	216	286	229	218	309	226	300	275	209	223	216
Graduate and Continuing Education	69	65	53	60	72	58	48	59	65	87	69	61	70	44
Grants and Contracts	325	388	338	372	442	396	295	380	375	416	405	362	365	310
Grants and Contracts - Reports	18	10	21	32	125	59	27	28	25	11	34	21	33	2
Human Investigation Committee	82	69	67	82	70	66	88	105	111	99	103	92	108	23
Human Resources (CHR) - Inquiry	55	68	65	67	43	41	41	52	69	44	12	2	3	3
Human Resources (CHR) - Merit	1,209	301	58	62	48	35	22	14	32	46	606	1950	885	302
Human Resources (CHR) - Reports	27	12	1	4	0	0	0	2	7	1	37	45	56	8
Human Resources - General	52	35	27	47	53	37	29	29	34	28	55	49	98	32
Human Resources - Inquiry	3,468	4,072	3,222	3,340	3,738	2,626	2,358	3,313	2,950	3,356	3,466	3,298	3,356	2,984
Human Resources - Profiles	5,699	7,614	4,579	4,698	4,463	3,193	2,633	3,974	3,608	4,482	4,293	4,415	5,415	4,356
Human Resources - Reports	178	188	297	214	167	144	170	286	212	216	252	207	223	212
Internal Medicine	6	19	13	12	31	17	57	56	25	3	6	0	2	1
MED5 - Reports	1	2	3	1	2	1	2	7	1	1	1	0	2	1
Office of Public Information	-	-	-	-	-	-	11	10	25	11	7	56	26	16
Physician Associates Program	3	5	0	1	19	15	20	40	28	33	13	2	4	6
Space Inventory System	23	15	76	179	68	63	35	44	32	79	140	128	89	72
Student Research	57	7	38	13	43	7	5	66	21	36	42	7	8	23
Student Systems	484	409	479	322	285	132	313	356	340	396	348	336	385	414
Support Services	137	175	161	179	173	141	131	117	207	159	139	137	183	52
System Administration	213	100	162	152	139	72	150	106	176	306	530	265	180	58
Yale Animal Resource Center	262	323	295	293	298	272	286	281	231	138	106	91	65	41
Other/Miscellaneous	6	2	7	8	17	0	3	6	2	8		16	12	3

## Details: OVID

Biosis		559	499	1,289	945	919	1,363	714	890	896	923	585	682	612
CINAHL		194	150	312	472	390	216	238	296	352	377	272	252	217
Compendex		158	90	162	141	122	89	221	182	207	142	144	126	119
Curent Contents			1,281	1,209	1,485	2,289	1,012	884	1,179	1,211	1,003	800	967	882
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	6,666	4,507
HAPI		35	24	71	81	76	23	44	58	77	80	51	93	51
HealthStar		285	191	254	390	397	254	303	320	317	413	198	166	197
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	5,149	5,191
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	6,064	6,326
PsychInfo		925	913	1,306	1,868	2,163	1,495	1,328	1,466	1,926	2,987	1,375	1,181	1,323
access method: telnet sessions	7,330	6,909	5,910	7,270	6,862	5,033	3,830	4,503	4,296	5,996	5,604	4,408	3,985	3797
access method: Web sessions	8,181	9,361	7,472	9,962	12,796	14,453	9,618	11,096	12,295	14,205	15,967	11,975	12,187	13,615
access method: Z39.50	628	591	552	417	371	646	353	525	495	653	562	427	535	475

# Medical Center Web usage report, July 1999

## Top 10 pages accessed by Yale users

<u>this year</u>	<u>last year</u>
<i>not available</i>	Medical Center
	MedMenu
	Medical Library
	School of Medicine
	Medical Library's Internet search page
	Computer Resource Lab
	Desktop Support
	Keck DNA sequencing database
	Medical Library's Selected Internet Resources
	Child Study Center

## Top 10 pages accessed by external users

<u>this year</u>	<u>last year</u>
<i>not available</i>	Center for Advanced Instructional Media
	Medical Center page
	School of Medicine's admissions viewbook
	School of Medicine
	Yale-New Haven Hospital Clinical Workstation
	Medical Library
	Server search
	Academic departments page
	MedMenu
	Medical Library's Selected Internet Resources

	<u>Jul-99</u>	<u>Jul-98</u>	<u>% change</u>
<b>Server total</b>	<b>2,215,143</b>	<b>1,002,890</b>	121%
<b>Who connected</b>			
Yale	1,985,786	294,343	575%
other US educational institutions	667,386	98,844	575%
US government & military	61,619	12,164	407%
US commercial institutions	1,276,861	186,189	586%
US non-profit organizations	99,487	12,720	682%
Major online service providers	971,892	107,780	802%
International	809,517	117,339	590%
<b># of unique hosts connecting</b>	<b>125,669</b>	<b>87,814</b>	43%
<b>Medical Center</b>	<b>115,744</b>	<b>84,028</b>	38%
Find a person	3,716	2,194	69%
Find a physician	1,204	835	44%
Community Service	314	223	41%
Education	1,022	852	20%
Patient Care	397	339	17%
Research	1,348	1,007	34%
<b>School of Medicine</b>	<b>22,434</b>	<b>12,300</b>	82%
About the School	629	-	-
Admissions, School of Medicine	1,780	-	-
Alumni	229	-	-
Community programs	202	-	-
Departments	3,144	-	-
Development	186	-	-
Faculty	894	-	-
Libraries & computing	455	-	-
News & publications	251	-	-
Patient care	322	-	-
Research	562	-	-
YSMInfo	1,823	-	-
<b>Major resources &amp; service departments</b>			
Admissions, School of Medicine	495	792	-38%
Biomedical Communications	459	309	49%
Business Center	609	-	-
C/AIM	5,632	4,897	15%
CAIM style manual	78,478	77,167	2%
Center for Cell Imaging	488	443	10%
Copy Center	155	120	29%
Desktop Support	5,758	2,078	177%
Emerging Infections Information Network	1,436	1,162	24%
Help Desk	488	103	374%
ITS-Med	1,202	960	25%
Medical Library	16,228	11,647	39%
MedMenu	36,630	39,869	-8%
Scientific Affairs and Grant & Contrac Administration	1,304	776	68%
Systems Support	396	251	58%
Web Design & Development	806	-	-
Yale Faculty Practice	1,188	756	57%
Year 2000	393	-	-

	<u>Jul-99</u>	<u>Jul-98</u>	<u>% change</u>
<b>Yale-New Haven Hospital</b>	<b>20,961</b>	<b>4,183</b>	401%
<b>School of Nursing</b>	<b>2,297</b>	<b>1,187</b>	93%
<b>Academic Departments**</b>			
Anesthesiology	241	334	-28%
BBS	1,487	1,192	25%
Boyer Center for Molecular Medicine	1,037	713	45%
Cancer Center	1,495	951	57%
Cell Biology	833	725	15%
Cellular & Molecular Physiology	496	339	46%
Child Study Center	1,656	1,766	-6%
Comparative Medicine	171	132	30%
Dermatology	623	968	-36%
Diagnostic Radiology	733	620	18%
Epidemiology & Public Health	4,800	2,579	86%
Genetics	931	638	46%
History of Medicine	331	186	78%
Immunobiology	631	486	30%
Internal Medicine	945	688	37%
Laboratory Medicine	690	320	116%
Neurobiology	898	693	30%
Neurology	982	693	42%
Neuroscience Program	682	374	82%
Neurosurgery	437	255	72%
Obstetrics & Gynecology	680	433	57%
Ophthalmology	698	589	19%
Orthopaedics & Rehabilitation	600	212	183%
Pathology	1,088	1,171	-7%
Pediatrics	987	633	56%
Pharmacology	637	491	30%
Physician Associate Program	1,054	1,081	-2%
Psychiatry	1,741	1,082	61%
Surgery	187	154	21%
Therapeutic Radiology	333	110	202%

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













