



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

Highlights and milestones

- ITS-Med offered free backup service for November 1999 - January 2000 for Year 2000 protection. Over 400 clients subscribed, tripling the number of users of this service.
- The Help Desk received over 205 calls per day, an all-time high.
- Desktop Support and Systems Support received a combined average of 100 new tasks per day, compared to a year-to-date average of 69.
- Desktop Support moved over 200 devices for OPS during the Holiday break.
- Year 2000 conversions were completed.



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

<u>Applications</u>	<u>this month</u>	<u>Dec-1998</u>	<u>% change</u>
AS/400 applications	5,533	7,192	-23%
CINAHL	214	216	-1%
Biosis	606	1363	-56%
Clinical Reporting System (CRS)	229	310	-26%
accesses per user per month	4.4	6.1	-28%
Current Contents*	583	884	-34%
Electronic mail (# messages sent)	4,134,312	1,316,891	214%
messages per user per day	17.7	6.7	165%
HealthSTAR	224	254	-12%
MEDLINE	16,018	13,798	16%
searches per active user per month	5.4	6.2	-12%
Psychinfo	1,431	1,495	-4%
Remote access (median users/day)	620	358	73%
Medical Center World Wide Web			
Medical Center home page	102,689	76,391	34%
Hospital home page	18,280	7,651	139%
School of Medicine home page	30,107	11,294	167%
Medical Library home page	43,932	10,648	313%

<u>Help Desk calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Total calls	3484	-9%
Calls per day	205	4%
% of ITS-Med clients using Help Desk	27%	-16%
# of Yale affiliates using Web page	2,055	85%
% of calls rolling over to answering service	0.1%	0%

<u>Types of calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Call transfer	459	-1%
Complaint	9	-25%
Information request	903	-8%
ITS-Med Services	179	-38%
Remote Access	179	-24%
Netscape Mail	91	34%
Problem report	1497	-6%
Netscape Mail	157	-12%
Operating System	149	-4%
Backup/ADSM	118	127%
Network Access Problem	110	-16%
Printer	109	-4%
Status inquiry	131	-20%
Project X	121	-35%
Departments overcalling	Internal Medicine, EPH	
Departments undercalling	Pediatrics OPS, Nursing	

<u>NetMenu workstations</u>	<u>this month</u>	<u>Library # of connections</u>	<u>Dec-1998</u>	<u>% change</u>
Total	23,138		28,575	-19%
connections from Library	96%			
connections from outside Library	4%			

<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 7/99	1,700	7,523
Networked computers as of 9/99	1,700	4,781
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 subscribing to:</u>	<u>this month</u>	<u>change from last month</u>
Core network service - Windows	3,385	-6%
Core network service - Macintosh	1039	-8%
Printer connection	661	-10%
other machine-only connection	306	410%
On-campus dial-up service	90	-31%
Basic network service	560	-5%
ADSM	650	201%
Scheduling	1,113	-24%
Remote access	1,368	-25%
Workgroup computing	142	2%
Additional email account	805	-11%

<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	1701	6%	-	-
Tasks completed	1620	6%	96%	2%
Delayed work orders	443	17%	-	-
Billable work orders	58%	-8%	-	-
Normal priority	89%	4%	100%	0%
Emergency priority	11%	-23%	100%	0%
Problem reports	215	-17%	100%	0%
Operating system	58	-6%	100%	0%
Printer	46	-2%	100%	0%
Network access problem	32	-36%	100%	0%
New services	259	-29%	97%	-2%
Move	201	131%	100%	0%
ADSM	135	193%	98%	-1%
Year 2000	48	182%	79%	-15%
Service cancellations	13	-59%	100%	0%
Departments over-ordering	Facilities, OPS, ITS-Med			
Departments under-ordering	Psychiatry, Nursing, MB&B			

<u>Hospital NetMenu</u>	<u>this month</u>	<u>Dec-1998</u>	<u>% change</u>
# of connections	24,249	12,103	100%

Overall usage for selected databases

	<u>Dec-1998</u>	<u>Jan-1999</u>	<u>Feb-1999</u>	<u>Mar-1999</u>	<u>Apr-1999</u>	<u>May-1999</u>	<u>Jun-1999</u>	<u>Jul-1999</u>	<u>Aug-1999</u>	<u>Sep-1999</u>	<u>Oct-1999</u>	<u>Nov-1999</u>	<u>Dec-1999</u>
Summary													
AS/400 applications	7,192	9,816	9,065	10,420	11,139	11,901	11,980	9,320	8,218	7,798	7,764	7,166	5,533
Clinical Reporting System (CRS)	310	563	251	498	395	466	524	471	519	387	401	366	229
OVID sessions	13,798	16,111	17,081	20,834	22,139	18,639	16,687	17,844	16,089	19,131	20,935	23,642	16,018
Medical Center Web server	1,352,920	1,545,299	1,568,689	1,734,951	1,789,042	1,600,024	1,825,535	2,215,143	2,468,666	2,800,123	2,913,269	2,470,971	1,924,753
Electronic mail messages sent	740,751	723,701	835,904	866,009	938,255	828,686	668,485	3,047,125	3,437,969	3,498,625	4,012,738	3,788,117	4,134,312

Details: AS/400 applications

Animal Care and Use Committee	141	57	164	55	74	52	76	22	29	62	53	45	17
Business Management Systems	106	96	89	109	106	97	99	63	51	68	61	89	67
Clinical G/L Interface	2	18	8	0	10	2	10	50	11	0	0	0	0
Clinical Information	0	4	1	0	5	1	1	1	0	0	0	0	0
Clinical Information - Reports	1	1	1	0	5	0	3	5	1	0	0	0	0
Diagnostic Laboratory	218	309	226	300	275	209	223	216	237	238	278	267	189
Graduate and Continuing Education	48	59	65	87	69	61	70	44	54	56	59	58	54
Grants and Contracts	295	380	375	416	405	362	365	310	214	168	164	141	116
Grants and Contracts - Reports	27	28	25	11	34	21	33	2	2	0	0	0	0
Human Investigation Committee	88	105	111	99	103	92	108	23	22	9	14	13	1
Human Resources (CHR) - Inquiry	41	52	69	44	12	2	3	3	3	3	0	0	0
Human Resources (CHR) - Merit	22	14	32	46	606	1950	885	302	37	21	50	25	25
Human Resources (CHR) - Reports	0	2	7	1	37	45	56	8	2	4	2	4	2
Human Resources - General	29	29	34	28	55	49	98	32	17	23	25	33	21
Human Resources - Inquiry	2,358	3,313	2,950	3,356	3,466	3,298	3,356	2,984	2,889	2,446	2,715	2,554	1,854
Human Resources - Profiles	2,633	3,974	3,608	4,482	4,293	4,415	5,415	4,356	3,650	3,544	3,361	2,984	2,328
Human Resources - Reports	170	286	212	216	252	207	223	212	146	159	148	95	106
Internal Medicine	57	56	25	3	6	0	2	1	10	0	9	21	22
MED5 - Reports	2	7	1	1	1	0	2	1	2	1	0	0	0
Office of Public Information	11	10	25	11	7	56	26	16	28	19	6	15	47
Physician Associates Program	20	40	28	33	13	2	4	6	11		0	8	19
Space Inventory System	35	44	32	79	140	128	89	72	53	312	187	53	38
Student Research	5	66	21	36	42	7	8	23	21	31	15	25	10
Student Systems	313	356	340	396	348	336	385	414	393	369	390	469	357
Support Services	131	117	207	159	139	137	183	52	39	10	18	11	5
System Administration	150	106	176	306	530	265	180	58	214	173	133	211	185
Yale Animal Resource Center	286	281	231	138	106	91	65	41	78	74	64	40	49
Other/Miscellaneous	3	6	2	8		16	12	3	7	8	12	5	21

Details: OVID

Biosis	1,363	714	890	896	923	585	682	612	534	580	730	764	606
CINAHL	216	238	296	352	377	272	252	217	135	307	368	392	214
Compendex	89	221	182	207	142	144	126	119	111	161	190	181	120
Current Contents	884	1,179	1,167	1,211	1,003	800	967	882	778	838	756	773	583
Full-Text Journal Collections	1,785	3,515	4,090	6,931	8,265	6,464	6,666	4,507	3,754	4,631	5,801	6,910	4,602
HAPI	23	44	58	77	80	51	93	51	37	72	91	83	39
HealthStar	254	303	320	317	413	198	166	197	186	250	344	301	224
MEDLINE, current segment	4,927	6,004	6,163	6,782	6,316	5,132	5,149	5,191	4,814	5,247	5,634	5,832	4,279
MEDLINE back files	4,646	5,326	5,691	6,903	7,143	6,238	6,064	6,326	6,027	6,541	6,659	6,612	5,339
PsychInfo	1,495	1,328	1,466	1,926	2,987	1,375	1,181	1,323	1,132	1,652	2,209	3,295	1,431
access method: telnet sessions	3,830	4,503	4,296	5,996	5,604	4,408	3,985	3,797	3,436	3,574	3,373	3,026	2,398
access method: Web sessions	9,618	11,096	12,295	14,205	15,967	11,975	12,187	13,615	12,335	15,192	17,214	20,278	13,394
access method: Z39.50	353	525	495	653	562	427	535	475	374	414	379	339	229

Medical Center Web usage report, December 1999

Top 10 pages accessed by Yale users

<u>this year</u>	<u>last year</u>
Medical Center	Medical Center
Medical Library	Biochemistry midterm exam
MedMenu	MedMenu
Handout from MB&B course	Medical Library
YSMInfo	EPH Library
EPH Library	School of Medicine
Library's electronic journals	Desktop Support
School of Medicine	Keck DNA Sequencing FTP access
Server search	Find a person
Find a person	Computer Resource Lab

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	Yale-New Haven Hospital Clinical Workstation
School of Medicine	School of Medicine
Medical Library	School of Medicine's admissions viewbook
Server search	Server search
Office of Admissions	Medical Library
Yale Heart Book	Academic departments page
BBS	BBS
Epidemiology & Public Health	Yale Heart Book

	<u>Dec-1999</u>	<u>Dec-1998</u>	<u>% change</u>
Server total	1,924,753	1,352,920	42%
Who connected			
Yale	653,028	461,212	42%
other US educational institutions	150,512	114,917	31%
US government & military	14,664	11,738	25%
US commercial institutions	315,466	210,770	50%
US non-profit organizations	19,024	20,043	-5%
Major online service providers	202,141	150,638	34%
International	221,396	156,387	42%
# of unique hosts connecting	105,579	94,312	12%
Medical Center	102,689	76,391	34%
Find a person	3,148	2,639	19%
Find a physician	960	840	14%
Community Service	238	223	7%
Education	417	821	-49%
Patient Care	247	337	-27%
Research	353	981	-64%
School of Medicine	30,107	11,294	167%
About the School	723	-	-
Admissions, School of Medicine	2,044	-	-
Alumni	537	-	-
Community programs	289	-	-
Computing	550	-	-
Departments	3,391	-	-
Development	273	-	-
Education & student life	222	-	-
Faculty	1,432	-	-
Find a Yale doctor	736	-	-
Libraries	676	-	-
News & publications	401	-	-
Patient care	399	-	-
Research	1,147	-	-
YSMInfo	10,564	-	-
Major resources & service departments			
Admissions application, School of Medicine	585	-	-
Business Center (Financial Operations)	507	-	-
Center for Cell Imaging	524	109	381%
Emerging Infections Information Network	1,269	1,435	-12%
ITS-Med	3,251	-	-
CAIM	5,273	2,924	80%
CAIM style manual	62,141	59,254	5%
Computing Services	4,545	1,000	355%
Media Services	613	433	42%
Software - Macintosh	754	-	-
Software - Windows	2,125	-	-
Web Design & Development	1,994	-	-
Year 2000	853	-	-
Medical Library	43,932	10,648	313%
MedMenu	23,403	32,454	-28%
Scientific Affairs and Grant & Contrac Administration	1,055	836	26%
Yale Faculty Practice	1,116	821	36%

	<u>Dec-1999</u>	<u>Dec-1998</u>	<u>% change</u>
Yale-New Haven Hospital	18,280	7,651	139%
School of Nursing	2,253	1,639	37%
Academic Departments**			
Anesthesiology	197	249	-21%
BBS	1,705	1,363	25%
Boyer Center for Molecular Medicine	680	803	-15%
Cancer Center	1,348	1,513	-11%
Cell Biology	882	1,278	-31%
Cellular & Molecular Physiology	755	349	116%
Child Study Center	2,714	1,603	69%
Comparative Medicine	136	162	-16%
Dermatology	776	622	25%
Diagnostic Radiology	636	521	22%
Epidemiology & Public Health	4,614	3,303	40%
Genetics	960	1,033	-7%
History of Medicine	343	270	27%
Immunobiology	752	765	-2%
Internal Medicine	1,080	757	43%
Laboratory Medicine	775	479	62%
Neurobiology	922	760	21%
Neurology	918	706	30%
Neuroscience Program	625	517	21%
Neurosurgery	437	328	33%
Obstetrics & Gynecology	746	456	64%
Ophthalmology	807	1,301	-38%
Orthopaedics & Rehabilitation	610	474	29%
Pathology	1,281	1,059	21%
Pediatrics	756	704	7%
Pharmacology	575	487	18%
Physician Associate Program	845	994	-15%
Psychiatry	1,719	1,329	29%
Surgery	109	149	-27%
Therapeutic Radiology	262	202	30%

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

MedMenu Medical Library usage during 1999-2000

<u>Application</u>	<u>FY 98-99</u>							<u>Jan-00</u>	<u>Feb-00</u>	<u>Mar-00</u>	<u>Apr-00</u>	<u>May-00</u>
	<u>median</u>	<u>Jul-99</u>	<u>Aug-99</u>	<u>Sep-99</u>	<u>Oct-99</u>	<u>Nov-99</u>	<u>Dec-99</u>					
TOTAL CONNECTIONS	36,114	32,757	34,678	36,366	39,328	34,856	23,138					
Electronic textbooks	551	577	583	806	925	775	740					
Harrison's	276	272	282	337	403	424	116					
MAXX	0	1	3	0	0	0	0					
Medical Letter on Drugs and Therap.	50	40	38	47	38	43	5					
Merck Manual	74	80	90	281	299	141	122					
SAM: Scientific Amer. Medicine	51	77	76	43	69	70	466					
SIR - Texts	45	66	46	44	53	53	0					
Stat!Ref-TextBooks	29	15	13	23	32	18	23					
Williams-Obstetrics	28	26	35	31	31	26	8					
Medical Education	636	653	672	839	1,121	705	1,069					
Abdomen Quiz	7	13	13	14	17	6	21					
Anatomic Explorer	10	8	4	12	35	15	8					
Anatomic Explorer CT	5	4	3	10	16	9	12					
Animated Embryo	10	5	1	2	13	27	20					
Brainstem	3	8	0	0	11	3	6					
Brainstorm	5	22	19	2	7	3	5					
Breath sounds	5	5	7	5	6	6	13					
Campbell's Operative/Urology	0	0	0	0	0	0	21					
Cardiac Angio	3	6	2	6	10	2	14					
Cardiac Auscultation	3	3	5	14	8	2	16					
Cardiac Echo	3	7	8	10	19	1	12					
Cardiac MRI	2	6	1	7	6	0	0					
Cardiac Perfusion Imaging: SP	1	1	1	1	7	0	2					
Cardiac Perfusion Imaging: PI	0	2	2	0	3	0	0					
Cardiothoracic Image Quiz	3	11	1	1	5	2	1					
Cardiothoracic Imaging	3	9	3	2	7	3	10					
Cecil Textbook	0	0	0	0	0	0	22					
Comprehensive Textbook of Psych.	0	0	0	0	0	0	16					
Concise Atlas - Cardiothoracic	2	2	0	2	2	3	8					
Concise Altas - Chest	1	1	0	2	2	10	4					
Concise Altas - Head & Neck	16	6	8	0	0	0	0					
Conn's Current Therapy	0	0	0	0	0	0	5					
Course Info	0	0	10	32	21	0	59					
Course Evaluations	0	0	0	0	0	22	0					
Cranial Nerves	0	0	0	0	1	0	5					
Educational Software	168	149	176	152	186	265	1					
Embryo images	5	8	2	5	5	22	2					
EPS Review	2	3	1	1	4	2	0					
Erosenko's Interactive Histology	0	0	0	0	2	0	0					
Extremities Quiz	3	4	2	9	15	42	3					
Functional Anatomy of the Heart	0	0	0	0	4	0	4					
Gross Anatomy Review	27	12	2	23	61	94	14					
HARP (Histological Anatomy Review)	2	8	0	16	10	5	2					
Harriet Lane Handbook	0	0	0	0	0	0	4					
Head Quiz	2	8	0	0	12	5	0					
Histology Quizbank	2	4	2	6	6	1	1					
Histology Video Review	0	0	0	1	3	0	1					
HyperBRAIN	1	3	3	0	6	1	0					

Application	FY98099											
	median	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999	Jan-2000	Feb-2000	Mar-2000	Apr-2000	May-2000
Hyperheart	1	5	0	0	1	2	0					
Interactive Brain Atlas	4	4	2	3	9	3	3					
Kaplan's	65	21	8	9	11	0	37					
KINEMAGE	1	18	0	0	2	1	0					
Kistner's Gynecology	0	0	0	0	0	0	6					
Lazy Eye	3	11	3	2	4	2	3					
MacBaby	7	12	3	3	7	43	12					
MD Consult	0	0	233	367	418	0	592					
Microbiology Quizbank	7	9	6	10	6	58	36					
Neuroanatomy Review	4	9	4	7	9	2	4					
Neuron Model: Tutorial	1	4	0	0	7	1	5					
Neuron Model: Current Clamp	1	5	0	8	3	0	2					
Neuron Model: Voltage Clamp	1	3	0	1	2	1	0					
Pathology Quizbank	5	28	23	8	24	11	7					
Perineum Quiz	2	33	1	5	6	2	1					
PreTest (6 different fields)	12	37	40	17	24	8	12					
Superhead	4	3	1	0	3	3	1					
Thorax Quiz	4	3	2	1	3	7	14					
USMLE Step 1	16	67	35	20	22	3	11					
USMLE Step 2	20	5	10	9	18	4	7					
WebPath	0	48	25	31	24	0	0					
Wheater's Interactive Histology	1	10	0	3	8	3	4					
Other resources	34,767	31,527	33,423	34,721	37,282	33,376	21,329					
Abbreviation Finding Aids	0	23	21	30	31	0	11					
Academic Search Elite	0	0	0	0	44	0	176					
Additional Resources	0	0	0	0	0	1,535	636					
AIDSLine/Drugs/Trials	49	30	36	100	86	103	80					
Allergy: Principles and Practice	0	0	0	0	0	0	25					
Alphabetical List	0	0	0	0	441	221	0					
Applied Science	8	5	4	6	10	3	3					
Arthritis and Allied Conditions	0	0	0	0	0	0	6					
Best-Evidence	15	7	15	16	17	39	6					
Bioethicsline	20	19	10	23	23	30	5					
Biography Index	17	12	3	11	4	20	3					
Biomed VAX	13,743	9,362	8,597	10,747	10,447	13,851	5,703					
Biosis	63	56	44	51	69	64	96					
Books in Print	61	40	69	73	56	81	9					
Brenner	0	0	0	0	0	0	7					
Britannica Online	36	32	33	21	51	40	7					
Bulldog Access	25	30	29	19	33	18	3					
CancerNet	23	11	11	17	36	36	15					
CIAO: Columbia Int'l Affairs Online	1	0	2	2	1	6	0					
CINAHL	60	549	540	428	111	62	97					
Clinical Dermatology	0	0	0	0	0	0	15					
Clinical Laboratory	18	12	13	10	13	16	3					
Clinical Procedures	0	0	0	0	0	0	5					
Cochrane	45	47	34	49	39	163	163					
Community of Science	83	9	72	8	12	23	70					
Compendex	40	503	509	377	59	39	2					
Congressional Universe	17	6	14	13	13	0	3					
CT CRISP	16	8	16	18	33	0	6					

FY98099

Application	median	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999	Jan-2000	Feb-2000	Mar-2000	Apr-2000	May-2000
Current Contents	56	40	40	43	53	59	107					
Current Diagnoses	292	382	375	345	383	316	56					
Danforth's Obstetrics	0	0	0	0	0	0	10					
Diagnostic Imaging	15	39	21	15	12	22	4					
DIRLINE	10	13	8	9	7	23	1					
Dissertation Abstracts	29	27	24	18	42	44	2					
Divisible Human	0	0	0	0	4	0	7					
EBMR	21	14	15	12	18	29	1					
EconLit	3	5	4	11	6	8	0					
Electronic Journals	2,226	2,529	2,291	3,469	4,188	1,576	2,833					
Electronic Textbooks	0	727	642	774	876	658	667					
Ellenhorn's Medical Toxicology	0	0	0	0	0	0	3					
Emergency Medicine	0	0	0	0	0	0	7					
Entrez	29	8	11	8	7	30	1					
EPI Info	0	0	0	0	2	0	1					
EPIC	13	6	9	7	8	23	1					
ERAS	3	14	27	24	47	0	30					
ERIC	16	9	17	9	13	23	3					
Eureka	20	44	50	53	40	16	22					
Facts and Comparisons	0	0	0	0	0	0	4					
Faculty Research Interest	0	0	0	0	37	18	0					
FEDIX	9	8	8	8	5	12	0					
Forebrain	0	0	0	0	3	0	0					
Formulary Catalog	17	7	13	10	8	23	3					
FREIDA	35	487	495	380	74	29	16					
GDB	14	453	462	333	46	11	2					
GenBank	17	23	8	12	10	27	7					
GPO	19	12	12	14	13	31	1					
GramStainTutor	0	0	0	0	28	0	5					
Grant Resources	16	11	9	12	13	29	0					
Griffith's 5 Minute Clinical	0	0	0	0	0	0	3					
GroupWise	10	18	10	8	7	11	1					
HAPI	44	24	28	24	28	61	5					
HealthSTAR	75	469	473	343	93	80	111					
HISTLINE	21	9	10	22	34	30	3					
History of Science & Technology	9	4	6	12	15	7	2					
HSTAT	14	6	8	9	6	20	3					
ICD-9	13	13	12	7	12	25	7					
IMP	0	0	0	0	2,097	0	1,750					
Infection Control Manual	14	6	9	12	6	22	1					
Info	0	0	0	0	16	0	0					
INSPEC	14	6	8	17	5	13	1					
(IGM) Internet Grateful Med	59	18	36	61	16	24	1					
IRIS	22	12	15	12	12	32	0					
Law Library Catalog	14	22	16	12	22	12	1					
Lexis-Nexis	0	0	0	0	169	282	280					
Martindale	25	40	35	43	134	31	14					
Material Safety Data Sheets	16	9	10	8	19	22	2					
MedMenu information	143	134	141	145	115	146	0					
Micromedex	51	47	57	111	65	66	0					
Mosby's Rounds	0	0	0	0	4	0	6					
New England Journal of Medicine	35	27	17	0	0	40	0					

Application	FY98099											
	median	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999	Jan-2000	Feb-2000	Mar-2000	Apr-2000	May-2000
NEXIS-LEXIS	296	74	69	160	251	238	280					
NIH-Consensus-Dev-Statements	3	3	3	0	6	1	5					
NIH-Guide to Grants & Contracts	23	17	27	13	26	37	0					
NLM Locator	18	15	28	47	17	11	14					
NO (Nursing Organization & Practice Ma	13	11	15	10	7	15	1					
NTIS	14	9	9	6	7	18	0					
Omega	0	0	88	15	53	0	0					
OMIM	23	13	10	10	17	43	4					
OSH-ROM	15	6	8	5	5	18	0					
Other	0	13	4	5	51	2	0					
OVID/MEDLINE	9,020	10,307	10,040	13,816	9,985	7,532	4,628					
Pantheon/Minerva	2,739	2,687	2,671	394	144	50	11					
Patent Search	24	381	390	246	45	23	4					
PDR	45	66	69	76	56	45	39					
Periodicals Contents Index	18	9	13	11	20	35	3					
Phone Books	38	23	31	33	43	38	13					
Physican Data Query	18	13	13	16	15	25	1					
PolTox	0	8	9	9	11	0	4					
POPLINE	20	16	12	118	26	0	10					
ProQuest-Direct	41	0	0	0	0	35	0					
PsycINFO	72	48	69	63	149	108	206					
PubMed (NCBI)	128	153	113	237	205	125	689					
Research Workstation	22	12	15	34	21	20	8					
Residents' Reprints	12	8	9	8	9	21	3					
Science Citation	0	0	0	0	78	95	37					
Selected Internet Resources (SIR)	789	816	602	705	1,052	786	573					
Sociofile	4	4	4	10	4	14	0					
Statistical UNIVerse	13	17	10	15	13	1	6					
Surgical Pathology	26	12	14	9	13	38	2					
Telnet	0	0	0	0	686	0	0					
Toxline	12	7	10	10	14	17	0					
TOXNET	15	11	11	12	11	19	1					
UnCover	15	7	10	11	10	19	2					
Web-of-Science	148	181	154	46	76	40	150					
WilsonWeb	14	7	15	12	15	9	9					
WorldCat	0	31	42	71	71	0	82					
Yale Library Catalog (OPAC) (ORBIS)	3,261	34	3,308	38	3,571	3,578	1,302					
Y-Axis	42	25	24	19	52	39	102					

Yale-New Haven Hospital Clinical Workstation usage during 1999-2000

<u>Application</u>	<u>FY 98-99 median</u>	<u>Jul-99</u>	<u>Aug-99</u>	<u>Sep-99</u>	<u>Oct-99</u>	<u>Nov-99</u>	<u>Dec-99</u>
TOTAL CONNECTIONS	38,295	37,331	38,335	36,875	39,120	29,682	24,249
Hospital information systems	22,863	25,470	26,800	24,806	28,676	22,474	17,367
CCSS	11,619	10,446	9,906	9,437	11,576	11,157	10,234
ChartView	1,261	2,457	2,905	2,289	2,494	3,528	2,744
Clinical laboratory	8,172	8,590	9,617	8,602	9,919	2,590	45
Clinical services	422	601	585	778	743	784	539
Diagnostic Imaging	90	870	1,049	880	1,089	1,220	1,031
Electronic Signature (ESA)	697	978	1,331	882	897	1,165	1,130
EPIC	485	452	347	494	537	614	726
Office services	543	1,011	984	1,347	1,314	1,307	886
Surgical Pathology	47	65	76	97	107	109	32
Bibliographic databases and search tools	722	1,232	1,159	1,117	1,289	1,159	1,281
Cancernet	6	11	18	9	14	6	10
CINAHL	40	17	9	24	15	24	9
Current Contents	4	4	5	15	5	3	1
HealthSTAR-OVID	21	1,090	977	954	1,110	1,015	833
MEDLINE	503	96	141	96	130	107	123
MDConsult	0	0	0	0	0	0	302
Yale Library Catalog (ORBIS)	34	14	9	19	15	4	3
Word processing & utilities	1,083	883	883	935	1,095	1,085	955
Clinical Workstation locations	42	40	19	23	11	7	6
Format disk	18	17	17	23	17	12	12
Virus scan	9	6	1	0	6	0	0
Word for Windows	783	687	846	824	913	1,023	937
Wordperfect	276	133	0	65	148	43	0
Procedure recorders	289	348	280	630	558	454	672
ED	44	73	87	96	46	51	74
Medicine	76	94	102	93	148	107	180
Ob/Gyn	20	38	18	16	21	15	19
Surgery	117	143	73	79	78	57	117
Procedure Recorders	0	0	0	346	265	224	282
Full text and factual databases	1,546	4,625	4,703	4,824	3,670	2,691	3,204
AIDS/Drugs/Trials/Line-Bioethic	5	7	8	4	1	4	4
Cochrane Library	16	14	7	10	6	10	4
Current Diagnosis & Treatment texts	151	142	277	189	165	164	136
Delineation of Clinical Privileges	13	50	22	100	69	8	24
Electronic Journals	360	591	556	419	599	528	458
Electronic Textbooks	431	455	584	634	478	513	410
Geriatric Medicine	5	2	12	6	0	7	7
Global Textbook of Anesthesiology	9	5	2	0	3	3	4
Harrison's	280	288	336	317	258	244	198
Infection Control Manual	25	208	200	194	127	56	12
Info	0	4	0	2	5	0	0
JCAHO Accreditation Manual	22	50	71	91	23	80	18
Laboratory Point of Care Testing Procedure	3	6	3	2	4	1	3
Little Brown Handbooks	107	63	61	55	52	45	72

<u>Application</u>	<u>FY 98-99 median</u>	<u>Jul-99</u>	<u>Aug-99</u>	<u>Sep-99</u>	<u>Oct-99</u>	<u>Nov-99</u>	<u>Dec-99</u>
Material Safety Data Sheets	3	7	3	26	15	3	5
Medical Letter on Drugs & Therapies	23	18	15	20	16	23	18
Merck Manual	60	89	59	65	53	49	33
Micromedex	509	545	747	465	450	499	720
New England Journal of Medicine	38	34	17	2	8	0	0
Nursing Procedures Manual (NO)	109	326	148	255	164	102	139
OMIM	3	2	5	1	4	2	9
Pharm Antibiotic Info	0	6	12	7	4	2	10
Pharm InfoNet	34	42	41	27	39	37	51
Red Book on Pediatric Infections	21	21	34	15	11	22	30
Resources	0	0	0	0	0	0	330
Rosen's Emergency Medicine	30	36	43	29	30	21	29
Safety Manual	0	0	0	0	0	0	5
SAM/Scientific American Medicine	0	0	0	0	0	0	20
SIRTexts	0	0	0	0	0	0	5
STAT!-Reference	62	33	36	30	16	19	20
Virtual Hospital	16	18	24	29	16	14	13
Voyager	0	2	7	7	5	5	3
Williams Obstetrics	0	5	7	4	6	11	5
Yale Directory	14	18	28	34	32	19	11
YNHH Documents	463	1,249	995	1,055	814	155	20
YNHH Formulary	10	6	14	16	10	3	8
YNHH HomePage	0	0	0	0	0	0	113
YNHH House Staff Training	307	270	306	691	172	37	2
YNHH Human Resources	0	0	0	0	0	0	249
YNHH Physician Phone Book	19	13	23	23	15	5	6
Email/news/networks	7,144	4,764	4,503	4,562	3,826	1,817	770
Biomed Email	832	776	742	2,078	875	968	485
GroupWise Email	1,712	1,305	1,453	1,503	1,760	449	89
Home Page	144	321	309	423	312	253	180
Internet	5,488	2,331	1,973	513	846	128	0
Mainframe	5	4	5	5	1	1	3
Medical Library	14	23	14	27	28	15	12
Selected Internet Resources	12	4	7	13	4	3	1
Clinical Assistance	12	9	7	1	6	2	0
Coag Advisor	12	9	7	1	6	2	0