



Contact Management and Fundraising System

St Joseph's Hospice – providing Hospice care for patients and their families

St. Joseph's Hospice provides specialist palliative care to patients who are terminally ill. Care is provided in the inpatient, home and Day Hospice setting, and they provide respite care, symptom control and terminal care as well as offering bereavement services to the friends and relatives of those who have died. The Hospice serves the North East and East regions of London and has recently celebrated its centenary (1905-2005). The Hospice was originally founded by the Religious Sisters of Charity. There are currently around 300 staff working at the Hospice providing high quality care for patients together with more than 150 volunteers.

the original system

St. Joseph's Hospice previously used AppealMaster to handle their contact management needs. However, when it became apparent that support for the AppealMaster system was going to be withdrawn (after AppealMaster was bought out by Blackbaud), St. Joseph's Hospice decided to look for a new system. This process began in early 2004 when they contacted Peter Flory, a consultant for contact management databases, to help them find a suitable system to replace AppealMaster.

the new system

In replacing the existing system, the Hospice was looking for a robust, established SQL-based Contact Management system.

St Joseph's Hospice short-listed the potential products and in late 2004 they selected thankQ from ESiT.

The main reason for selecting thankQ over the other products was that it provides all of the functionality of the previous system, but is faster, easier to use and has more comprehensive searching capabilities.

St. Joseph's Hospice went live in March 2005 with the standard thankQ package, consisting of the Contact Management, Mailing and Finance modules. A few modifications were also incorporated to tailor it to their way of working

FAST FACTS

case study: **St. Joseph's Hospice**
location: **Hackney, East London**
users: **10**
database: **SQL Server**
integration: **AFD, Microsoft Office**
upgrade from: **AppealMaster**

"We have recently gone live with thankQ and are very pleased with the choice we have made. As we move into the second century of our care, it is vital that we get the most out of our systems, and the thankQ installation was a very positive experience"

Marina Phillips, St. Joseph's Hospice

The Group/Mailing List Information form

the benefits

The thankQ solution provides St. Joseph's Hospice with:

- ◆ A faster system for accessing contact records
- ◆ Improved functionality for searching and reporting
- ◆ The ability to manage relationships between contacts
- ◆ The ability to manage contacts in groups

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