

# Outlook Anywhere

it's time to leave the desk –  
and your competitors – behind



Marie Curie  
Cancer Care



## Case Study

### Marie Curie Cancer Care

Marie Curie Cancer Care is one of the UK's leading cancer charities, offering nursing care for the 75 per cent of cancer patients who say they would prefer to be treated in their own homes.

The charity recently embarked on a major upgrade of its disparate legacy IT systems, moving to a unified email system and IT infrastructure under Microsoft® Windows® 2000 Server and Microsoft Exchange 2000 Server.

Peter Crutchfield, Head of IT, realised that having this new infrastructure in place created the opportunity for Marie Curie Cancer Care to investigate how mobile technologies could lead to dramatic improvements in efficiency and patient care.

Crutchfield believes mobile wireless solutions hold the key to improving the productivity of the charity's nurses.

Working with an authorised Outlook Anywhere solution provider, the charity decided to test the potential of mobile wireless by implementing a new solution called Outlook Anywhere.

Outlook Anywhere brings together the strengths of HP, Microsoft and Vodafone. Users no longer need to be at a PC or carry a laptop to access the functionality of Microsoft Outlook®. Instead, they can receive emails, check and update their diaries and view their address books wherever they are from the HP iPAQ Pocket PC.

Because it uses an HP iPAQ Pocket PC connected wirelessly to a Bluetooth-enabled mobile phone, Outlook Anywhere updates this information automatically and securely without the need for the user to connect cables or remember complex dial-in procedures.

To assess the potential of mobile solutions, the charity initially gave HP iPAQ Pocket PCs to a variety of its most mobile workers, ranging from consultants in Marie Curie Cancer Care hospices, to fundraisers and the charity's PR director.

'We wanted to use a range of "ordinary workers" to gain experience of the technology,' says Crutchfield. Some staff at Marie Curie already use laptops, but as Crutchfield says: 'Laptops are not always that portable or useful, unless you're on a train for a couple of hours, when you can do a lot of work. Our fundraisers typically go to eight or nine places a day, so a laptop is of limited use to them. But with the



**'With the iPAQ you can get messages wherever you are, if you're ten minutes early you can catch up with your emails. It's very much about getting information and being able to ask for information in time.'**

Peter Crutchfield – Head of IT, Marie Curie Cancer Care



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**'It [the iPAQ] made him more productive, able to respond to emails very quickly when he's not at his desk, rather than have people wait for a couple of days for him to be at his desk again.'**

**'We achieved our goal of becoming familiar with the technology but what really surprised us were the benefits it gave to users.'**

**'We now have the infrastructure to offer PDAs on a case-by-case basis. Some people such as fundraisers won't need laptops at all, and that can save expenditure on hardware.'**

**'We're working through how we might manage to activate 3,000 nurses but we very much feel it's a matter of "when", rather than "if"'**

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HP iPAQ you can get messages wherever you are, if you're ten minutes early you can catch up with your emails. It's very much about getting information and being able to ask for information in time.

'Our regional manager for care in London and the South East travels quite a bit. He said it made him more productive, able to respond to emails very quickly when he's not at his desk, rather than have people wait for a couple of days for a reply.

'We achieved our goal of becoming familiar with the technology but what really surprised us were the benefits it gave to those users. We now have the infrastructure to offer HP iPAQ Pocket PCs on a case-by-case basis. Some people, such as fundraisers, won't need laptops at all, and that will save expenditure on hardware.'

Although no nurses were involved in the initial implementation, it has proved an invaluable source of insight into how mobile wireless can help any busy, mobile worker. The long-term goal is to roll out mobile applications to the nursing community, the charity is so impressed with productivity benefits of Outlook Anywhere that it has adopted the wireless HP iPAQ Pocket PC as an alternative technology platform alongside the PC and laptop.

The 'end game' is looking at ways mobile wireless applications can improve patient care and help the charity's 3,000 nurses, a much larger project which may involve more bespoke applications. 'Availability of nurses is really the only limiting factor on the care we provide,' he says. 'We're always looking for ways to get more nurses, and also how to get our existing nurses to work more shifts for us.'

Marie Curie's main form of communication with its nurses is by telephone. Acting on referrals from the NHS its nursing operation centre matches patients with a suitable nurse. However,

confirming the nurse's availability and making the appointment can require several phone calls.

'A mobile system would allow us to contact several nurses at once, and make it easier for them to show their availability to us,' says Crutchfield. 'At the moment, when the appointment is made all the information goes over the phone: it's a lot for the nurse to take down and there's obviously scope for errors.

'We'd like them to be able to ask for help and advice when they're on site, and also to create some sort of chat facility whereby they can talk to each other. The nurses work alone, and it's often very stressful working with people who are at the end of their lives – we'd like to create a community.'

Crutchfield is also looking ahead to 2005 – the deadline set by the NHS to implement electronic patient records.

'This would offer all sorts of benefits to patients, who are often getting care from a number of professionals,' says Crutchfield. 'Sometimes our nurses will work an eight hour shift and then drive out of their way to the GP's practice just to give them an update on what's happened that night.'

Crutchfield has already successfully tested mock-ups of possible mobile applications with nurses and hopes to do more formal piloting this year. 'We asked for potentially "fearful" users but they all thought it was great and got on brilliantly. We're working out how we might manage to activate 3,000 nurses but we very much feel it's a matter of "when", rather than "if"', he says.