Programme's name: *Original title:*	PRIA- Social and Healthcare Integrated Solution
Organisation / Country:	Santa Casa da Misericórdia de Lisboa, Novabase, Portugal
Website:	http://www.scml.pt/
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Summary:	The Social and Healthcare Integrated Solution is a project run by the Portuguese organisations Santa Casa da Misericórdia de Lisboa and Novabase. The project aimed to conceive, design and implement a one-case management solution that could integrate the data and functionalities of over 30 social and healthcare solutions used by the organisation. By starting from an internal diagnosis on the challenges felt by the professionals of the organisation on the social and health services, the organisation organised design-thinking sessions involving service users, developed and tested the product, migrated the data and trained the user to use the system.
Resources:	The budget of the process was 2.500.000€. A team of approximately 35 professionals from the two organisations worked on the project.
Objectives:	The overall objective of the project is the facilitation of access to economic benefits, medicines and food for users of social and healthcare services offered by the organisation Santa Casa da Misericórdia de Lisboa. Furthermore, the project seeks to achieve a 360 degrees vision of the service users, their needs and their interaction with the organisation.
Issues encountered:	The organisations encountered issues related to the protection of sensitive data.
Outcomes:	The organisations managed to create the one-case management solution adapting it to the needs of Santa Casa da Misericórdia de Lisboa.
Evaluation of practice:	The effectiveness of the solution was evaluated by conducting meetings and interviews with service users, by measuring the number of forms which were deactivated as well as the new features/ functionalities that have direct impact on service users (e.g. measuring average time between user request and service provision).
Sources of further information:	http://www.scml.pt/pt-PT/media/noticias/santa_casa_continua_a_apostar_na_modernidade/ (in Portuguese)