

Angelica Zazzera

LECTURER

Healthcare Management

ANGELICA.ZAZZERA@SDABOCCONI.IT

Biography

Angelica Zazzera is a Lecturer in Healthcare Management at SDA Bocconi School of Management in the Government, Health, and Not for Profit (GHNP) division, with which she has been collaborating since 2018. She is also a researcher at the Centre for Research on Health and Social Care Management (CERGAS) of the School, with which she has conducted numerous research and training projects with public institutions and third sector entities in the healthcare field.

Her research interests focus on health and social care policy and management, with particular reference to governance models and service management tools. The main areas of application are primary and outpatient care, chronic care management, service co-production, and community engagement.

Angelica was the coordinator of the "Community Building Network for health and social care" from 2019 to 2021. She also coordinated the executive course "Asthma Talks" from 2020 to 2022, and the "Neurology Management Lab" from 2020 to 2023. She currently coordinates the "Network for the Directors of Healthcare Districts". Angelica is a faculty member of the Master in Healthcare Management and numerous executive training programs.

She is a co-author of articles in international journals such as Health Care Management Review, Health Services Management Research, International Journal of Integrated Care, Journal of Integrated Care, and national journals such as Mecosan. She consistently contributes to the OASI Report (Observatory on Healthcare Organizations and Policies in Italy) and is the author of numerous chapters in volumes on healthcare management.

Angelica holds a Master's degree in Management from Università Bocconi. She is currently a PhD Candidate in Public Management and Governance at the University of Rome "Tor Vergata".

Teaching domains

Co-Production and Citizens Involvement

Integrated and Transitional Care

Health Care Systems Reforms

Clinical Management and Clinical Governance

Strategic Management in Health Care
Organizations

ARTICLES IN SCHOLARLY JOURNALS

TOZZI V., BOSCOLO P. R., CINELLI G., FERRARA L., PETRACCA F., ZAZZERA A.

Therapeutic innovation in high-prevalence chronic diseases: Challenges and opportunities for specialist care models

Health Services Management Research, 2024, vol.37, no. 1, pp.29-33

DALPONTE F., ZAZZERA A., FERRARA L., TOZZI V.

Mapping the Diffusion and Implementation of Breast Units: Lessons Learned from the Case of Italy

Medical Research Archives, 2023, vol.11, no. 11

LONGO F., GUERRA F., ZAZZERA A.

La trasformazione dell'assistenza territoriale e gli spazi di autonomia locali: le variabili strategiche

Mecosan, 2023, no. 123, pp.29-52

LONGO F., BARSANTI S., BONCIANI M., BUNEA A., ZAZZERA A.

Managing community engagement initiatives in health and social care: lessons learned from Italy and the United Kingdom

Health Care Management Review, 2023, vol.48, no. 1, pp.2-13

ZAZZERA A., CADEDDU A., CERUTTI E., DI GIROLAMO A., LEDDA A. G., MUREDDU V., PROCACCI C., SAMBUGARO G., SIAS A., TOZZI V.

Verso nuovi modelli di cura per il paziente con asma grave: dieci proposte per lo scenario post DM77

Mecosan, 2023, no. 125, pp.99-112

FERRARA L., ZAZZERA A., TOZZI V.

Managing Chronic Conditions: Lessons Learnt from a Comparative Analysis of Seven Years' Policies for Chronic Care Patients in Italy

International Journal of Integrated Care, 2022, vol.21, no. S2, pp.1-11

ZAZZERA A., FERRARA L., TOZZI V.

Care transition for complex patients: a framework to analyse and develop the Operating Centres for Transition

Journal of Integrated Care, 2021, vol.29, no. 4, pp.425-438

TOZZI V., FERRARA L., ZAZZERA A.

Il doppio binario delle cure primarie. Alcune scelte di fondo per i sistemi di tutela della salute

Mecosan, 2020, no. 113, pp.227-242

TOZZI V., ZAZZERA A., FERRARA L., BORDON P., CACCIAPUOTI I., CIPRIANI M., DE LUCA G., DI SOMMA M. R., GABBIANELLI M., GABRIELLI D., GHIOTTO M. C., LOCATI F., MASTROBUONO I., MERLINO L., ROTI L., TECLEME P.

Position paper sulle politiche per la cronicità e sugli interventi per la gestione dello scompenso cardiaco

Mecosan, 2020, no. 111, pp.83-111

FERRARA L., TOZZI V., ZAZZERA A.

Engaging the patient with HCV and Nash disease: a case study in 10 healthcare organizations in Italy

International Journal of Integrated Care, 2019, vol.19, no. 4, pp.1-8

ZAZZERA A., FERRARA L., TOZZI V.

Managing chronic conditions: lessons learned from a comparative evaluation of chronic care programs in Italy

International Journal of Integrated Care, 2019, vol.19, no. 4, pp.230

ZAZZERA A., LONGO F.

Operations management delle cure primarie: quali standard di servizio per servire l'intera popolazione cronica?

Mecosan, 2018, vol.108, pp.55-73

EDITED BOOKS

TOZZI V., ZAZZERA A. (EDS.)

La gestione dell'asma grave al tempo del Covid-19. Proposte della comunità professionale nella prospettiva del PNRR

Egea, Milano, Italy, 2021

CONTRIBUTION TO CHAPTERS, BOOKS OR RESEARCH MONOGRAPHS

CINELLI G., DALPONTE F., FERRARA L., TOZZI V., ZAZZERA A.

L'implementazione del DM77 nelle regioni italiane e il ruolo delle aziende sanitarie in *Rapporto OASI 2023*

CERGAS (Eds),Egea, chap. 10, pp.407-431, 2023

ARDITO V., CIANI O., FERRARA L., OPREA N., TOZZI V., ZAZZERA A.

Strumenti a supporto del processo decisionale condiviso in oncologia in *Rapporto OASI 2023*

CERGAS (Eds),Egea, chap. 13, pp.515-542, 2023

ZAZZERA A.

Logiche e strumenti di community building in *Management della Cronicità: Logiche aziendali per gestire i nuovi setting sanitari finanziati dal PNRR*

F. Longo, V. Tozzi(Ed), Egea, chap. 4, pp.81-110, 2023

ZAZZERA A., TOZZI V.

Programmare i servizi territoriali per individuare target, frequenza e intensità assistenziale in *Management della Cronicità: Logiche aziendali per gestire i nuovi setting sanitari finanziati dal PNRR*

F. Longo, V. Tozzi (Eds),Egea, chap. 14, pp.275-290, 2023

DALPONTE F., FERRARA L., ZAZZERA A., TOZZI V.

COT tra indicazioni nazionali e declinazioni territoriali in *Rapporto OASI 2022*

CERGAS (Eds),Egea, chap. 11, pp.433-464, 2022

BOBINI M., CINELLI G., DEL VECCHIO M., LONGO F., MEDA F., OPREA N., TOZZI V., ZAZZERA A.

IL PNRR e i sistemi sanitari regionali: modelli di governance e processi di change management in *Rapporto OASI 2022*

CERGAS (Eds),Egea, chap. 8, pp.349-379, 2022

FERRARA L., ZAZZERA A.

La medicina generale in Europa: tra dibattiti antichi e innovazioni organizzative in *Gestire la salute. Materiali per la formazione manageriale*

Alessandro Colombo, (Eds),Edizioni Angelo Guerini e Associati, pp.143-152, 2022

TOZZI V., PEROBELLI E., ZAZZERA A.

La neurologia e i modelli di offerta per popolazioni ad elevati numeri: il caso dell'Alzheimer in *La neurologia dei grandi numeri: Dai modelli di offerta per piccoli target a quelli per popolazioni ampie*

V. Tozzi (Eds),Egea, chap. 2, pp.19-60, 2021

FERRARA L., TOZZI V., ZAZZERA A.

Il management della transizione: COT e non solo COT in *Rapporto OASI 2021*

Cergas (Eds),Egea, chap. 12, pp.489-517, 2021

ZAZZERA A.

Definizione e finalità del community building in *Community Building: Logiche e Strumenti di Management - Comunità, Reti Sociali e Salute*

F. Longo, F. Barsanti(Ed), Egea, chap. 1, pp.27-39, 2021

ZAZZERA A.

Sharing Economy Platforms Case Analysis in *Sharing Economy and Smart Cities*

P. Bielli, F. Longo(Ed), Egea, pp.15-34, 2021

ZAZZERA A.

Sharing Economy: definition, inception, development and critical issues in *Sharing Economy and Smart Cities*

P. Bielli, F. Longo(Ed), Egea, pp.37-53, 2021

ZAZZERA A., FERRARA L., TOZZI V., GOLETTI M., ROMAGNUOLO M., DE GIULI R.

COA – Centrale Operativa Aziendale dell’ASL Roma 1 in *Trasformazione del settore delle cure e cambiamenti in neurologia . MSMLab: laboratorio di idee e progetti*

V. Tozzi, M. Del Vecchio, R. Montanelli (Eds),Egea, pp.85-109, 2020

FERRARA L., TOZZI V., ZAZZERA A.

Le unità specialistiche di patologia: modelli e sistemi di gestione delle Breast Unit in Italia in *Rapporto OASI 2020*

CERGAS (Eds),Egea, chap. 12, pp.477-512, 2020

BARZAN E., PETRACCA F., TOZZI V., ZAZZERA A.

Regione, azienda sanitaria e medicina generale: relazione in trasformazione in *Rapporto OASI 2019.*

Osservatorio sulle aziende e sul sistema sanitario italiano

CERGAS (Eds),Egea, chap. 11, pp.417-455, 2019

ARTICLES IN NATIONAL/INTERNATIONAL NEWSPAPERS

LONGO F., ZAZZERA A., GUERRA F.

Il Pnrr, quale equilibrio tra gli indirizzi nazionali e l’ampia autonomia di Regioni e Asl

Quotidianosanità.it, 7 October, 2022

ARTICLES UPON REQUEST/INVITATION

ZAZZERA A., LONGO F.

Iniziativa e proattività

2020, Panorama della Sanità, Italy

PROCEEDINGS/PRESENTATIONS

FERRARA L., TOZZI V., BANKS H., ZAZZERA A.

The use of big data and Population Health Management approaches to model and monitor the care pathway of patients with severe mental health disorders: the case of Italy

EGPA Annual Conference, September 1-4, 2020, (Online)

FERRARA L., TOZZI V., ZAZZERA A.

Rare diseases, clinical networks in Italy: the today scenario and lessons learnt based on a comparative analysis on the development of regional network, configuration

SUNBELT Conference, July 13-17, 2020, (Online)

BARSANTI S., BONCIANI M., BRUNEA A., LONGO F., ZAZZERA A., BARZAN E.

Community Building Network a tutela della salute

AIES (Italian Health Economics Association), 24th Annual Conference, 3-4 October, 2019, Pisa, Italy

FERRARA L., ZAZZERA A., TOZZI V.

Engaging the patient with HCV and Nash disease: a case study in 10 healthcare organizations in Italy

19th International Conference on Integrated care, "A shared culture for change: evaluationg and implementing models of integrated people-centred services" - April 1-3, 2019, San Sebastian, Spain

ZAZZERA A., FERRARA L., TOZZI V.

Managing chronic conditions: lessons learned from a comparative evaluation of chronic care programs in Italy

19th International Conference on Integrated care, "A shared culture for change: evaluationg and implementing models of integrated people-centred services", April 1-3, 2019, San Sebastian, Spain
