

Lucia Ferrara

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Healthcare Management

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Biography

Lucia Ferrara is an Associate Professor of Practice in Healthcare Management at SDA Bocconi School of Management. Since 2016, she has been a researcher at Cergas SDA Bocconi (Center for Research on Healthcare and Social Services Management) in the healthcare management area.

At SDA Bocconi, she is the Scientific Director of the DISS Network for Directors of Socio-Health Districts. She is also the Director of Managerial Training courses in Models of management of territorial services and Digital Health and Artificial Intelligence in healthcare, the multi-year project Spinal Muscular Atrophy Management Lab (SMALab), and numerous custom and open-market training programs. She is the coordinator of the Healthcare Management path of MIHMEP – Master of International Healthcare Management Economics and Policy.

Lucia has managed and conducted numerous research and training activities with both national and multinational healthcare companies and public institutions operating in the healthcare and public administration sectors at national and regional levels. She has also collaborated with local healthcare companies, hospitals, and medical-scientific and professional societies, as well as relevant international institutions (European Union). Her research focuses on the general field of clinical governance and the perspectives and tools of population health management (PHM), process management in healthcare, Diagnostic Therapeutic and Care Paths (PDTA), digitization, and the analysis of national and international health policies. Her current research activities revolve around three research questions: The first is how to improve the management of patients for specific health conditions, including the logic of service redesign and the reform of financing mechanisms (bundled systems). The second research question focuses on the use of data and digitization, managerial and organizational implications for clinical governance, and PHM approaches. The third research question focuses on the evaluation of the implementation of health policies and programs at the national and international levels.

In recent years, she has conducted national and European research on clinical networks (for oncology, rare diseases, infectious diseases), the implementation of PDTA and care models for major chronic diseases, the development of intermediate and transition care, the use of big data, PHM approaches, and the evaluation of policies (e.g., National Chronicity Plan, National AIDS Plan) and bundled financing models.

She is the author of numerous essays and articles on the topics she addresses. Her works have been published in leading international managerial and clinical community journals such as Health Service Management Research (HSMR), the International Journal of Integrated Care (IJIC), the European Journal of Public Health (EJPH), and BMC Health Services Research, as well as national journals such as Mecosan, Welfare oggi, and Politiche sociali. Lucia participates in various international networks, including the International Foundation for Integrated Care and the European Healthcare Management Association (EHMA). She is also a member of the

Editorial Board of the Journal of Integrated Care (JIC).

Lucia obtained her Master's degree in Sociology, Social and Health Policy at the University of Bologna, a Master's degree in Health Economics and Policy at Coriipe Piemonte, and a Ph.D. in Design and Evaluation of Social and Health Policies at the University of Bari.

Teaching domains

Clinical Management and Clinical Governance

Population Health Management

Integrated and Transitional Care

Financing Health Care

Comparative Health Care Systems

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

LISTORTI E., FERRARA L., ADINOLFI A., GERARDI M. C., UGHI N., TOZZI V., EPIS O. M.

Joining telehealth in rheumatology: a survey on the role played by personalized experience from patients' perspective

BMC Health Services Research, 2023, vol.23, no. 1, pp.1-10

TOZZI V., BANKS H., FERRARA L., BARBATO A., CORRAO G., D'AVANZO B., DI FIANDRA T., GADDINI A., COMPAGNONI M. M., SANZA M., SAPONARO A., SCODOTTO S., LORA A.

Using big data and Population Health Management to assess care and costs for patients with severe mental disorders and move toward a value-based payment system

BMC Health Services Research, 2023, vol.23, pp.960

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

PACILEO G., MORANDO V., BANKS H., FERRARA L., CATTELAN A., LUZZATI R., MANFRIN V., TOZZI V.

DM management in HIV patients: the adoption of population health management to transform the chronic management of HIV

European Journal of Public Health, 2022, vol.32, no. 6, pp.942-947

FERRARA L., OTTO M., AAPRO M., ALBREHT T., JONSSON B., OBERST S., OLIVER K., PISANI E., PRESTI P., RUBIO I. T., TERKOLA R., TARRICONE R.

How to improve efficiency in cancer care: Dimensions, methods, and areas of evaluation

Journal of Cancer Policy, 2022, vol.34, pp.100355

CORRAO G., BARBATO A., D'AVANZO B., DI FIANDRA T., FERRARA L., GADDINI A., MONZIO COMPAGNONI M., SAPONARO A., SCODOTTO S., TOZZI V., CARLE F., LORA A.

Does the mental health system provide effective coverage to people with schizophrenic disorder? A self-controlled case series study in Italy

Social Psychiatry and Psychiatric Epidemiology, 2022, vol.57, pp.519-529

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

LORA A., MONZIO COMPAGNONI M., ALLEVI L., BARBATO A., CARLE F., D'AVANZO B., DI FIANDRA T., FERRARA L., GADDINI A., LEOGRANDE M., SAPONARO A., SCODOTTO S., TOZZI V., CARBONE S., CORRAO G.

The quality of mental health care delivered to patients with schizophrenia and related disorders in the Italian mental health system. The QUADIM project: a multi-regional Italian investigation based on healthcare utilisation databases

Epidemiology and Psychiatric Sciences, 2022, vol.31, pp.e15

TOZZI V., PACILEO G., FERRARA L.

Evaluating the appropriateness of elective surgery: The case of spinal fusion (arthrodesis)

Health Services Management Research, 2021, vol.34, no. 3, pp.167-177

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

FURNARI A., CALLEA G., CAVAZZA M., FERRARA L., LECCI F., LONGO F., RICCI A., TOZZI V., TARRICONE R.

Approccio value-based e logiche di finanziamento: implicazioni per le politiche di rimborsabilità in sanità

Mecosan, 2019, no. 112, pp.83-101

FERRARA L., TOZZI V., ZAZZERA A.

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

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ZAZZERA A., FERRARA L., TOZZI V.

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

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Models of multidisciplinary team evaluation in head and neck cancer patients: elements for operating an effective MDT

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Bundled payment for mental health care: a realist review

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Can Integrated Practice Units work without the set-up of Accountable Care Organisations? Lessons learnt from the Breast Units' experiences in Italian NHS

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FERRARA L., MORANDO V.

Transitional care: the evolution of an ever-green service to make integrated care happen

International Journal of Integrated Care, 2018, vol.18, no. s2, pp.152

MORANDO V., FERRARA L., TOZZI V.

Position paper sulla presa in carico delle malattie rare e ultrarare in Italia: generalizzazioni a partire dal caso paradigmatico delle malattie da accumulo lisosomiale

Mecosan, 2018, no. 102, pp.7-31

FERRARA L., JACOBONE V., BALENZANO C., MORO G.

Social investment e mezzogiorno: il caso delle politiche sviluppate in Regione Puglia

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FERRARA L., MORANDO V., TOZZI V.

The transition of patients with rare diseases between providers: the patient journey from the patient perspective

International Journal of Integrated Care, 2017, vol.17, no. 5, pp.157+

FERRARA L., MORO G.

A theory-driven evaluation of Integrated Health and Social Care Programmes in the Apulia Region

International Journal of Integrated Care, 2016, vol.16, no. 6, pp.107

FERRARA L., COLOMBO A., MORANDO V.

Integrated care policies in Lombardy: lessons learnt and next challenges

International Journal of Integrated Care, 2014, vol.14, no. 6

EDITED BOOKS

TOZZI V., FERRARA L. (EDS.)

Dagli Standard of Care per la SMA agli indicatori di Performance. SMALab: Laboratorio di Idee ed Esperienze

Egea, Milano, Italy, 2023

FERRARA L., ARDITO V. (EDS.)

Hiv: la pandemia dimenticata - Sfide e opportunità 40 anni dopo. I risultati del Progetto Arpi

Egea, Milano, Italy, 2022

TOZZI V., FERRARA L. (EDS.)

Archetipi organizzativi dei centri SMA. SMALAB: Laboratorio di idee ed esperienze

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*

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TOZZI V., LISTORTI E., FERRARA L.

Epidemiologia della cronicità: dalla popolazione alle popolazioni in *Management della Cronicità: Logiche aziendali per gestire i nuovi setting sanitari finanziati dal PNRR*

F. Longo, V. Tozzi (Eds),Egea, chap. 1, pp.13-46, 2023

FERRARA L., DALPONTE F.

Funzioni e geografie della COT e la gestione della transizione in *Management della Cronicità: Logiche aziendali per gestire i nuovi setting sanitari finanziati dal PNRR*

F. Longo, V. Tozzi (Eds),Egea, chap. 7, pp.149-170, 2023

FERRARA L., DALPONTE F., TOZZI V.

Le configurazioni organizzative dei Centri SMA in *Dagli standard of care per la SMA agli indicatori di performance*
V. Tozzi, L. Ferrara (Eds),Egea, chap. 2, pp.19-44, 2023

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Misurare la qualità delle cure nella SMA: gli standard of care e gli indicatori di performance in *Dagli standard of care per la SMA agli indicatori di performance*
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V. Tozzi, L. Ferrara (Eds),Egea, chap. 1, pp.9-18, 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

DALPONTE F., FERRARA L., TOZZI V.

La trasformazione del Distretto Socio Sanitario in *Rapporto OASI 2022*
CERGAS (Eds),Egea, chap. 13, pp.521-547, 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

FERRARA L., SARTIRANA M., TOZZI V.

Connessione e velocità: le sfide delle reti cliniche in *Rapporto OASI 2021*
Cergas (Eds),Egea, chap. 10, pp.427-459, 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., BRUSSINO L., CERUTTI E., FERRARA L., TOZZI V.

La trasformazione dei modelli organizzativi dopo l'emergenza Covid-19 in *La gestione dell'asma grave al tempo del Covid-19. Proposte della comunità professionale nella prospettiva del PNRR*
Tozzi, V. D., Zazzera, A. (Eds),Egea, chap. 3, pp.57-71, 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

FENECH L., FERRARA L., HIEDEMANN A. M., TOZZI V.

L'offerta ambulatoriale per la popolazione cronica tra governo clinico e gestione operativa in *Rapporto OASI 2020*
CERGAS (Eds),Egea, chap. 11, pp.441-476, 2020

DEL VECCHIO M., FERRARA L., LONGO F., PRENESTINI A.

Le nuove strategie aziendali tra specializzazione delle competenze, diffusione e concentrazione dei servizi: un'analisi empirica in *Rapporto OASI 2019*
CERGAS (Eds),Egea, chap. 10, pp.373-416, 2019

FERRARA L., MORO G.

Non autosufficienza: Long term care e integrazione socio-sanitaria. Una valutazione dei programmi di integrazione socio-sanitaria in regione Puglia in *Long-term care e non-autosufficienza: questioni teoriche,*

metodologiche e politico-organizzative

Giarelli G., Porcu S. (Eds), Franco Angeli, 2018

MORANDO V., FERRARA L., TOZZI V.

Configurazioni aziendali e modelli di transitional care: la gestione della continuità ospedale-territorio in *Rapporto OASI 2017*

CERGAS (Eds), Egea, chap. 12, pp.425-453, 2017

FERRARA L.

La Direttiva sull'assistenza sanitaria transfrontaliera e la prescrizione e fornitura di farmaci in Europa: aree e livelli di azione per salvaguardare la salute in *La Costruzione della Salute nel Welfare Socio-Sanitario, Atti di Convegno*

Bianchieri R., Cervia S. (Ed), Pisa University Press, 2017

FERRARA L., MORO G.

La valutazione dell'integrazione sociosanitaria: una review sistematica della letteratura in *La Costruzione della Salute nel Welfare Socio-Sanitario, Atti di Convegno*

Bianchieri R., Cervia S. (Eds), Pisa University Press, 2017

FERRARA L., MORANDO V., COLOMBO A.

Cure a casa: indicazioni di policy per l'integrazione socio-sanitaria in *Le sfide della sanità italiana, tra crisi strutturali e social innovation*

Sannella A., Toniolo F. (Eds), Edizioni Scientifiche Università Ca' Foscari Digital Publishing, 2015

PROCEEDINGS/PRESENTATIONS

FERRARA L.

Innovating the management of chronic conditions

EHMA Annual Conference - 17-19 November, 2020, (Online)

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)

FERRARA L., TOZZI V., BANKS H.

The bundled payment model for mental health

13th Conference of the European Network for Mental Health Service Evaluation, "Managing mental health system complexity" - 6-8 June, 2019, Lisbon, Portugal

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: evaluating 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: evaluating and implementing models of integrated people-centred services", April 1-3, 2019, San Sebastian, Spain

FERRARA L., MORANDO V., TOZZI V.

Innovations in healthcare organisational configurations to meet the value-based care agenda. Insights from a program theory evaluation of transitional care models' spread out

34th EGOS Colloquium, 4-7 July, 2018, Tallinn, Estonia

FERRARA L., TOZZI V.

Bundled payment for mental health care: a realist review

18th International Conference on Integrated care, "Value for People and Populations: Investing in Integrated Care" - 23-25 May, 2018, Utrecht, Netherlands (The)

FERRARA L., MORANDO V.

Transitional care: the evolution of an ever-green service to make integrated care happen

18th International Conference on Integrated care, "Value for People and Populations: Investing in Integrated Care", 23-25 May, 2018, Utrecht, Netherlands (The)

FERRARA L., BALENZANO C., JACOBONE V., MORO G.

Politiche sociali per la promozione del benessere familiare: è possibile considerare i buoni servizio conciliazione (BSC) misure innovative nell'area del work-family balance?

XX Congresso Nazionale AIV (Associazione Italiana di Valutazione), 20-22 Aprile 2017, Padova, Italy

FERRARA L., MORO G.

Non autosufficienza: Long term care e integrazione socio- sanitaria. Una valutazione dei programmi di integrazione socio-sanitaria in regione Puglia

IX Conferenza ESPAnet Italia, "Modelli di welfare e modelli di capitalismo. Le sfide per lo sviluppo socio-economico in Italia e in Europa", 22-23 Settembre, 2016, Macerata, Italy

FERRARA L., MORO G.

The evaluation of Integrated Health and Social Care Programmes. A case study in Apulia Region, Italy

12th European Evaluation Society Biennial Conference, "Evaluation Futures in Europe and beyond. Connectivity, Innovation and Use", 27-30 September, 2016, Maastricht, Netherlands (The)

FERRARA L., MORO G.

A theory-driven evaluation of Integrated Health and Social Care Programmes in the Apulia Region

EGPA Annual Conference - PSG XX: Welfare State Governance & Professionalism, 22-24 August 2016, Utrecht, Netherlands (The)

FERRARA L.

L'integrazione sociosanitaria in Puglia: una valutazione guidata dalla teoria

1° National PhD Conference on Social Sciences, 24-25 Giugno, 2016, Padova, Italy

FERRARA L., MORO G.

A theory-driven evaluation of Integrated Health and Social Care Programmes in the Apulia Region (Italy)

16th International Conference on Integrated Care, "A Movement for Change: Enabling People-Centred and Integrated Health and Social Care", 23-25 May, 2016, Barcelona, Spain

FERRARA L., MORO G.

L'integrazione sociosanitaria: approcci teorici, dimensioni e livelli di analisi

III Conferenza ESPANET Italia "Welfare in Italia e welfare globale: esperienze e modelli di sviluppo a confronto", 17-19 Settembre, 2015, Fisciano, SA, Italy

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La Direttiva sull'assistenza sanitaria transfrontaliera e la prescrizione e fornitura di farmaci in Europa: aree e livelli di azione per salvaguardare la salute

VI Convegno SISS "La costruzione della salute nel welfare socio-sanitario. Nuovi scenari e pratiche sociologiche", 11-12 giugno, 2015, Pisa, Italy

MORANDO V., FERRARA L., COLOMBO A.

Integrated care policies in Lombardy: lessons learnt and next challenges

14th International Conference for Integrated Care - 2-4 April, 2014, Brussels, Belgium

RESEARCH NOTES OR SHORT ARTICLES IN JOURNALS

FERRARA L.

Social innovation and austerity policies

2015, Salute e Società, Italy

FERRARA L.

Social innovation e politiche di austerità

2015, Salute e Società, Italy
