

Angelica Zazzera

GOVERNMENT, HEALTH AND NOT FOR PROFIT

LECTURER

Healthcare Management

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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

Latest publications

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

Gestire il cambiamento al tempo del PNRR e del DM77: il caso delle COTin *Rapporto OASI 2024*

CERGAS (Eds),Egea, chap. 11, pp.421-446, 2024

BROCCOLO G., GUERRA F., LONGO F., ZAZZERA A.

I cambiamenti dei modelli di servizio della medicina generalein *Rapporto OASI 2024*

CERGAS (Eds),Egea, chap. 12, pp.447-468, 2024

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

BARBARA A., MUSSETTO I., CIPOLLA C., MOCHI R., MULAS M. F., ZAZZERA A., DONETTI D., QUINTAVALLE G.

Lo sviluppo di un modello integrato di cure di transizione: il caso delle aziende AOU Sant'Andrea, ASL Roma 1, ASL Roma 4 e ASL Roma 5

Mecosan, 2024, no. 128, pp.233-251

CEPIKU D., MASTRODASCIO M., ZAZZERA A.

Le Reti Oncologiche Regionali: l'impatto del network management sulle Performancein *20° Rapporto Sanità - Manutenzione o Trasformazione: l'intervento pubblico in Sanità al bivio*

Federico Spandonaro, Daniela d'Angela, Barbara Polistena (Eds),Locorotondo Editore, chap. 4c, pp.153-171, 2024

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

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