

PERSONAL INFORMATION

Gianluca Lanza

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Sex Male | Date of birth 25/08/1985 | Nationality Italian

WORK EXPERIENCE

2010 November - Today

Independent Consultant

Private Firms

- Definition and Implementation of system to evaluate professional performances in to Italian Hospital (Private and Public)
- Implementation of Joint Commission International procedures in to Hospital for Accreditation (Private and Public)
- Definition and organization of Educational projects for Physicians and other Healthcare Professionals to develop managerial competences
- Development and implementation of Regione Lombardia Quality Assessment for Healthcare Organization 2011
- Development of Italian Network of Joint Commission International Organizations: educational events, Italian Quality Award of JCI, on site educational programmes.
- Mapping and evaluation of Department and Units managerial complexity in order to identify the key issues to manage in to Italian Hospitals (Private and Public)
- Patient Centered Care Model event organization working with Planetree model

Business or sector Healthcare, Management, Quality, Patient Safety, Patient Centerd Care

2014 February - Today

Independent Consultant

University of Parma, Italy

- Tutorship Managerial courses "Corso di formazione manageriale per i dirigenti delle aziende sanitarie - La certificazione manageriale" Ed. 1 – 2015
- Tutorship Managerial courses "Corso di formazione manageriale per i dirigenti delle aziende sanitarie - La certificazione manageriale" Ed. 2 – 2015
- Tutorship Managerial courses "Corso di formazione manageriale per i dirigenti delle aziende sanitarie - La certificazione manageriale" Ed. 3 – 2015
- Tutorship Managerial courses "Corso di formazione manageriale per i dirigenti delle aziende sanitarie - La certificazione manageriale" Ed. 4 – 2015
- Tutorship Managerial courses "Corso di formazione manageriale per i dirigenti delle aziende sanitarie - La certificazione manageriale" Ed. 1 – 2016
- Tutorship Managerial courses "Corso di formazione manageriale per i dirigenti delle aziende sanitarie - La certificazione manageriale" Ed. 2 – 2016
- Tutorship Master II Level in "Management dei servizi sanitari e socio sanitari 2018-2019"
- Lecturer Master II Level in "Management dei servizi sanitari 2015-2016"
- Lecturer Master II Level in "Management dei servizi sanitari e socio sanitari 2016-2017"
- Lecturer Master II Level in "Management dei servizi sanitari e socio sanitari 2017-2018"
- Lecturer Master II Level in "Management dei servizi sanitari e socio sanitari 2018-2019"
- Lecturer "Corso di formazione manageriale per i dirigenti delle aziende sanitarie - La certificazione manageriale" Ed. 1 – 2019
- Lecturer in "Management per le funzioni di coordinamento nell'area delle professioni sanitarie 2015-2016"

Business or sector Training, Education

2017 July – 2019 July

Research Fellow

University of Parma, Italy

- Public Procurement in Food Sector for primary schools
- Management in Healthcare Organizations
- Professional Competences in Healthcare Organizations
- Cost Analysis in Healthcare Organizations
- Quality and Patient Safety in Healthcare Organizations

Business or sector Training, Education

2009 March – 2009 June

Stage

Oslo srl

- Budget analysis
- Budget tools implementation
- Budget research
- Data Analysis

Business or sector Healthcare IT**EDUCATION AND TRAINING**

January 2014 – December 2016

Doctor of Philosophy – Healthcare & Public Management Management

Level 8 EQF

University of Parma and University of Ferrara, Parma & Ferrara, Italy

- Education course management
- Research
- H2020 research
- Healthcare System
- Management tools in Public Administration

September 2015 – December 2015

Visiting Researcher

Level 8 EQF

Karolinska Institutet – Medical Management Center, Stockholm, Sweden

- Healthcare system
- Time Driven Activity Based Costing
- Healthcare Quality
- Lean Methodology
- Research

February 2010 – March 2011

2nd Level Master degree in Healthcare Management

Level 8 EQF

SDA Bocconi School of Management, Milan, Italy

- Healthcare system
- Health Technology Assessment
- HR
- Leadership
- Quality & Clinical Governance
- Strategy

September 2007 – July 2009

Master Degree in International Organization & Public Management

Level 7 EQF

Università Commerciale Luigi Bocconi, Milan, Italy

- Healthcare System management
- Organization in Public Administration
- Organizational Analysis

- Advanced Management
- Management in Public Administration
- IT Management

September 2004 – October 2007

Bachelor Degree in International Organization & Public Management

Level 6 EQF

Università Commerciale Luigi Bocconi, Milan, Italy

- International Law
- Administrative Law
- Constitutional Law
- Private Law
- Microeconomic
- Macroeconomic
- Management
- Math

September 1999 – June 2004

Secondary school/high school

Level 4 EQF

Liceo Classico “Luigi Valli”, Barcellona PG (ME), Italy

- Latin
- Greek
- Philosophy
- Math
- History
- Literature

PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	B2
Replace with name of language certificate. Enter level if known.					
Spanish	A2	A2	A2	A1	A1
Replace with name of language certificate. Enter level if known.					

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills ▪ Good communication skills gained through my experience as consultant and education trainer both with experts in healthcare sector and with students

Organisational / managerial skills ▪ Management (currently coordinator in several educational programmes for Phisician)
 ▪ Leadership (coordinator in several consultancy project)

Job-related skills ▪ Good command of quality control processes according to Joint Commission International Methodology (currently consultant in Quality processes)

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving

Independent user	Independent user	Independent user	Independent user	Independent user
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Levels: [Basic user](#) - [Independent user](#) - [Proficient user](#)
[Digital competences](#) - [Self-assessment grid](#)

Replace with name of ICT-certificate(s)

- Good command of office suite (word processor, spread sheet, presentation software)
- ECDL - 2007

Other skills

Driving licence B

ADDITIONAL INFORMATION

Publications

- Competences management for improving performance in health organizations: the Niguarda Hospital in Milan - S Fanelli, G Lanza, A Zangrandi - International Journal of Health Care Quality Assurance, 2018-04
- Come i professionisti sanitari possono trasformarsi in manager - S Fanelli, G Lanza, A Zangrandi – Italian Health Policy Brief, 2018-01
- Management tools for quality performance improvement in Italian hospitals - S Fanelli, G Lanza, A Zangrandi - International Journal of Public Administration, 2017
- A local authority governance model: the case of Parma and ‘MasterTown’ - S Fanelli, G Lanza - International Review of Public Administration, 2017
- Le risorse per il sostegno della mission: criteri per finanziare la gestione e l'innovazione in “Governare e gestire le aziende culturali” – Franco Angeli Editore – 2015 - Simone Fanelli, Marco Ferretti, Gianluca Lanza, Antonello Zangrandi
- A Comparison of Integration Models for Professionals With Different Skills in Healthcare. – S Fanelli, G Lanza - Journal of US-China Public Administration 12.9 (2015): 714-722.

Conferences

- Lanza, Gianluca. "A Comparison of Integration Models for Professionals With Different Skills in HealthCare." European Conference on Knowledge Management. Academic Conferences International Limited, 2015.
- Lanza, Gianluca; Fanelli, Simone. “Local Authority Governance Model: The Case of City of Parma Mastertown”. International Research Society for Public Administration Conferences 2016
- Fanelli, Simone; Lanza, Gianluca; Zangrandi, Antonello. “Management Tools for Quality Performance Improvement in Italian Hospitals” presented at the IJPA Symposium in Palermo 2016
- Fanelli, Simone; Lanza, Gianluca; Zangrandi, Antonello; Enna, Cristiana. “Innovare nei metodi di gestione nelle aziende sanitarie pubbliche: quali variabili di successo” presented at VIII Workshop Azienda Pubblica in Venice 2018

Autorizzo il trattamento dei miei dati personali presenti nel cv ai sensi del Decreto Legislativo 30 giugno 2003, n. 196 “Codice in materia di protezione dei dati personali” e del GDPR (Regolamento UE 2016/679)

Milan, August 1st 2019

Gianluca Lanza