Seasonal school

*InnovACtion in health care: strategy, performance and data management*

*First edition*

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**Target**
This programme is designed for students (undergraduate, postgraduate and PHD) from various backgrounds who are interested in a future career in the field of data management, business and process reengineering, with a focus on health care. The programme allows ambitious young students to gain an introduction into the study of public service governance with a very practical approach based on case studies and innovative solution in the health care sector, considering also the recent pandemic events. This programme is a brilliant opportunity for participants to develop their experience of the subject in an inspiring academic environment.

**TEACHING METHODOLOGIES**
The IAC Seasonal School is a full online web-based programme. A mix of lecture-based and laboratory classes will be developed by professors and researchers. Participants will be actively engaged through a balanced mix of interactive theoretical lectures and simulations, debates and discussions on real case studies. Moreover, facilitators will be available in order to foster the interactions and improve the discussion during the lab classes. International and national researchers, managers and policy makers will join the discussion.

**Schedule**

*Monday 16 nov 2020*

*InnovACtion in public sector: the case of the health care system*

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**Goals**

* Brief introAction of the IAC School
* Studying public health care sector: actors, values and tools
* The case of the Italian healthcare System
* Studying data and with data: data flow, database, data management
* Basic of statistics in health care
* Business game: fellow at work

**KEY Speakers**

Prof. Sabina Nuti, Dr. Federico Vola, Prof. Chiara Seghieri, Dr. Sara Barsanti
Tuesday 17 Nov 2020
InnovACtion in performance, data and evaluAction in health care

Goals
From InformACtion to data
* The principles of the healthcare performance evaluation system
* Data Visualization and reporting system
* Regional comparisons of performance
* Innovation in EvaluACtion of performance

KEY Speakers
Prof. Milena Vainieri, Dr. Federico Vola, Dr. Sara Barsanti

Wednesday 18 Nov 2020
InnovACTion in performance management in healthcare

Goals
From Data to People
* People and users’ perspective from experience to outcome: PREMS and PROMS.
* A case study of people engagement and evaluAction (Fondazione Monasterio)
* People and users’ perspective from experience to coproduction: ACTIVE ENGAGEMENT.
* Business game: fellow at work

KEY Speakers
Dr. Sabina De Rosis, Dr. Anna Maria Murante, Prof. Claudio Passino, Dr Quattrone

Thursday 19 Nov 2020
InnovACTion in decisions making process in healthcare

Goals
From People to AAction
* Studying professionals in decision making process in complex system
* Public service motivation in healthcare
* Studying Innovation in public sector: finding new solution based on data and value based approach
* Business game: fellow at work

KEY Speakers
Dr. Nicola Bellè, Dr. Paola Cantarelli, Dr. Sabina De Rosis, Dr. Daniel Lungu

Friday 20 Nov 2020
InnovACTion in policy reforms in healthcare

Goals
From AAction to Policy
* Resilience and pandemic crisis: implications for the healthcare system
* Students meeting the institutions (discussion with public managers and professionals)
* Final DiscussAAction

KEY Speakers
Prof. Milena Vainieri, Dr. Francesca Ferrè, Dr. Sara Barsanti
# Program in details

**Monday 16 Nov 2020**  
**InnovAction in public sector: the case of the health care system**

<table>
<thead>
<tr>
<th>SCHEDULE</th>
<th>NOTES</th>
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<tbody>
<tr>
<td>9.00 – 9.30</td>
<td>Brief introduction to SSSA and to the IAC school</td>
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<tr>
<td>9.30 – 10.30</td>
<td>Studying public health care sector: actors, values and tools</td>
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<tr>
<td>Break</td>
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<tr>
<td>10.45 – 11.30</td>
<td>International healthcare system: an overview</td>
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<td>Break</td>
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<tr>
<td>11.45 – 13.00</td>
<td>The case of the Italian healthcare System</td>
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### 13.00 – 14.00 Lunch and networking

| 14.00-14.30 | Questions time: 5 questions for performance evaluation system |
| 14.30-15.45 | The principles of the healthcare performance evaluation system |
| Break | |
| 16.15-17.15 | Studying data and with data: data flow and basic of statistics in health care. |

**Tuesday 17 Nov 2020**  
**InnovAction in performance, data and evaluAction in health care**

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<tr>
<td>9.00 – 10.00</td>
<td>The Performance Evaluation System (PES): futures and regional comparisons (Part I)</td>
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<td>Break</td>
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<tr>
<td>10.15 – 11.00</td>
<td>The Performance Evaluation System (PES): futures and regional comparisons (Part II)</td>
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<td>Break</td>
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<tr>
<td>11.15-12.00</td>
<td>Evaluation In ACTion: the healthcare pathways</td>
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<tr>
<td>12.00-13.00</td>
<td>Evaluation In ACTion: the case study of primary health care centers</td>
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### 13.00 – 14.00 Lunch and networking

| 14.00-15.00 | From Performance measurement to performance management |
| 15.00-16.30 | Role playing with PES using healthcare pathways (1) |
| 16.30-17.00 | Discussion |
| 17.15 | Recap |
## Wednesday 18 Nov 2020

### InnovACTion in performance management in healthcare

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<tr>
<td>9.00 – 9.40</td>
<td>Question time: 5 questions for patient and people engagement *</td>
<td>Dr. De Rosis - Dr. Barsanti</td>
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<tr>
<td>9.40 – 11.00</td>
<td>People and users’ perspective from experience to outcome: PREMS and PROMS</td>
<td>Dr. De Rosis</td>
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<td>Break</td>
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<tr>
<td>11.15-12.15</td>
<td>A case study of people engagement and evaluation PROMS</td>
<td>Dr. Pennucci</td>
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<td>12.15-13.00</td>
<td>Discussion with professionals about PROMS (Fondazione Monasterio)</td>
<td>Prof. Passino - Dr. Quattrone</td>
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<td><strong>13.00 – 14.00 Lunch and networking</strong></td>
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<tr>
<td>14.00-15.00</td>
<td>People and users’ perspective from experience to co-production: Mamma and Bea APP.</td>
<td>Dr. Murante</td>
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<td>Break</td>
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<td>15.00-16.30</td>
<td>Working and Exercising with people perspectives: PREMS analysis and discussion (2)</td>
<td>Dr. Barsanti Dr. De Rosis</td>
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<td>16.30-17.00</td>
<td>Discussion</td>
<td>Dr. Barsanti Dr. De Rosis</td>
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<td><strong>17.15</strong></td>
<td>Recap</td>
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### InnovACTion in decisions making process in healthcare

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<td>9.00 – 9.40</td>
<td>Studying professionals in decision making process in complex system</td>
<td>Dr. Bellè - Dr. Cantarelli</td>
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<td>9.40 – 11.00</td>
<td>Public service motivation and innovation in healthcare</td>
<td>Dr. Bellè - Dr. Cantarelli</td>
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<td>11.15-12.00</td>
<td>Question time: 5 questions for Innovaction in healthcare</td>
<td>Dr. Barsanti Dr. De Rosis</td>
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<tr>
<td>12.00-13.00</td>
<td>Studying Innovation in public sector: finding new solution based on data and value based approach (PART 1)</td>
<td>Dr. De Rosis</td>
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<td><strong>13.00 – 14.00 Lunch and networking</strong></td>
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<tr>
<td>14.00-15.00</td>
<td>Studying Innovation in public sector: finding new solution based on data and value based approach (PART 2)</td>
<td>Dr. Lungu</td>
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<tr>
<td>15.00-16.30</td>
<td>Working and Exercising with innovation perspectives: the role of professional in spreading the innovation (3)</td>
<td>Dr. Barsanti Dr. Canterelli</td>
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<td>16.30-17.00</td>
<td>Discussion</td>
<td>Dr. Barsanti Dr. De Rosis Canta-relli Dr. Lungu</td>
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# InnovACTion in policy reforms in healthcare

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<tr>
<td>9.00 – 9.30</td>
<td>Question time: 5 questions about resilience</td>
<td>Dr. Ferrè Dr. Barsanti</td>
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<tr>
<td>9.30 – 11.00</td>
<td>Resilience and pandemic crisis: implications for the healthcare system and evaluation</td>
<td>Dr. Ferrè</td>
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<td><strong>Break</strong></td>
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<td>11.15-12.00</td>
<td>Students meeting the Institutions: case studies about innovation and resilience (PART I)</td>
<td>Professionals</td>
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<td>12.00-13.00</td>
<td>Students meeting the Institutions: case studies about innovation and resilience (PART II)</td>
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<td>14.00-15.00</td>
<td>Final assignment</td>
<td>Dr. Barsanti Prof Vainieri</td>
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