

Angela Cristiana Palazzo

Address

Piazza San Francesco 11, Bologna

E-mail

angela.palazzo2@unibo.it

Phone number

+39 348 415 7935

Education and titles

Feb. 2018 - Mar. 2021

Master degree in Advanced Service Design

Alma Mater Studiorum University of Bologna

Department of Architecture

Thesis: Big Data ambientali e prevenzione oncologica: Design di un servizio ecosistemico accessibile per la città di Taranto. | Thesis

Supervisor: Prof.ssa V. Gianfrate | Thesis Advisors: Prof. G. Ori

Grade: 110L/110

Sep. 2015 - Nov. 2018

Bachelor's degree in DAMS

Alma Mater Studiorum University of Bologna

Department of Literature and Cultural heritage

Thesis: Il Locking | Thesis Supervisor: Prof.ssa E. Cervellati

Grade: 102/110

Research and academic activities

Jan. 2023 - Dec. 2024

ongoing

Research fellow

Alma Mater Studiorum University of Bologna

Department of Architecture

Topic: User centered design: approcci progettuali e vision strategica nel quadro degli interventi trasformativi dell'IRCCS

Azienda Ospedaliero-Universitaria di Bologna

Supervisor: Prof. J. Gaspari

Cooperation to Research project

Nov. 2023

PRIN22 BETTER POLICY Building Environmental Tools To Empower Responsive Policies Outreaching LifeCYcle

Alma Mater Studiorum | Collaboration in the development and implementation of the survey for the qualitative interviews as part of the project

Jun. 2024 - Jan. 2024

EcoQuip +, Delivering Efficiency, Quality and Sustainability in Healthcare (EU-funded project)

IRCCS Azienda Ospedaliero Universitaria, Policlinico di Sant'Orsola | Support for the introduction of new technological devices for hospital hospitality Role: Research team support

Dec. 2020

Inn@se |Innovative Social Entrepreneurship with Youth Engagement

Alma Mater Studiorum in collaboration with ARTE-ER Emilia Romagna | Developing solutions to facilitate the development of youth entrepreneurship | Role: Service Designer

Conference and Talk

9-10 May 2024

NEXTBUILT: International Conference on Challenges of the Next Generation Built Environment

Alma Mater Studiorum, Department of Architecture
Role: Involved staff of the organizing committee
Oral presentation: Redefining Hospital Accessibility: A Service Design Framework for Inclusive Healthcare

10 Nov. 2022

Design Talk Young

Alma Mater Studiorum
Oral presentation: Big Data ambientali e prevenzione oncologica:
Design di un servizio ecosistemico accessibile per la città di Taranto

Workshop

23, 25, 31 Jan. 2024

Allineamento delle modalità di erogazione del servizio di gestione ausili

IRCCS Azienda Ospedaliero-Universitaria di Bologna, Policlinico di Sant'Orsola | Role: Involved staff, teacher and facilitator

24 May 2023

Co-progettazione di servizi relativi agli spostamenti degli utenti con difficoltà motoria

IRCCS Azienda Ospedaliero-Universitaria di Bologna, Policlinico di Sant'Orsola | Role: Involved Staff and facilitator

26 May 2023

Co-progettazione di servizi relativi a interventi sulle esterne del Policlinico

IRCCS Azienda Ospedaliero-Universitaria di Bologna, Policlinico di Sant'Orsola | Role: Involved Staff and facilitator

4 May 2023

Climate Neutral Cities 2023: Play your ace card!

Alma Mater Studiorum, Department of Architecture | Role: Gamification Facilitator within involved staff organized under the umbrella of NEXT BUILT observatory

Publications

In print

A Systemic Review on the adoption of Service Design practices to improve the quality of user experience and organization in healthcare environment

Authors: A.C. Palazzo, M. Bertelli, J. Gaspari | In: Sustainability. MDPI AG in Sustainability. MDPI AG.

In print

Redefining Hospital Accessibility: A Service Design Framework for Inclusive Healthcare

Authors: A. C. Palazzo, M. Bertelli, C. Gibertoni, P. Molteni, F. Gorla | Conference Paper in: IOP Conference Series: Earth and Environmental Science,

In print

Toward sustainable urban health: defining hospital outdoor spaces for community well-being

Authors: M. Bertelli, A. C. Palazzo, C. Gibertoni, F. Rainaldi, J. Gaspari | Conference Paper in: IOP Conference Series: Earth and Environmental Science

Professional experience

Feb. 2022 - Apr. 2022

Design Thinking consultant

Almacube s.r.l. | Research of innovative solutions in the food sector

Jun. 2021 - Sep. 2021

Business Analyst e Service Designer

CRIF S.p.A. | Customer Journey and Digital Platform related to the automation of credit processes.

Feb. 2022 - Apr. 2022

UX Designer Intern

NiEW Design s.r.l. | Development of projects related to warehouse logistics management

Attendance course

21, 22 Dec. 2022

Orientamento e Wayfinding: Migliorare l'accoglienza all'interno del Policlinico

IRCCS Azienda Ospedaliero-Universitaria di Bologna, Policlinico di Sant'Orsola

Bologna, 17/06/2024

