

Matteo Bertelli

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Research and Professional activities

nov 24 - present

PhD candidate in Future Earth, Climate Change and Societal Challenges

Alma Mater Studiorum University of Bologna, Department of Architecture - DA

Research topic “Livable and sustainable hospital spaces. Service-driven design strategies to facilitate accessibility and wayfinding in common areas in hospital structures.”

Supervisor Prof. Jacopo Gaspari

Co-supervisor Francesca Gorla, Prof. Sara Donetto, Prof. Silvana Di Sabatino

11 nov 24

Co-organisation of Services for Care, Care for Services, Forum nazionale sulle esperienze di Service Design in ambiente ospedaliero

Alma Mater Studiorum University of Bologna, Department of Architecture - DA
IRCCS Azienda Ospedaliero-Universitaria di Bologna, Policlinico di Sant’Orsola, Bologna

Member of the organising committee, photographer.

jan 23 - dec 23
jan 24 - oct 24

Research fellow

Alma Mater Studiorum University of Bologna, Department of Architecture - DA

Research topic “Strategie, metodologie e tecnologie per i servizi di accoglienza nel quadro degli interventi trasformativi dell’IRCCS Azienda Ospedaliero-Universitaria di Bologna.”

Supervisor Prof. Jacopo Gaspari

9 - 10 may 24

Collaboration with NEXTBUILT, International Conference on Challenges of the Next Generation Built Environment

Alma Mater Studiorum University of Bologna, Next Built Observatory, Bologna

Involved staff of the organising committee, photographer.

nov 23

Cooperation in PRIN22 BETTER POLICY, Building Environmental Tools To Empower Responsive Policies Outreaching LifeCYcle (WP 1)

Alma Mater Studiorum University of Bologna, Department of Architecture - DA

Collaboration in the development and implementation of the survey for the qualitative interviews.

jun 23 - jan 24

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

IRCCS Azienda Ospedaliero-Universitaria di Bologna, Policlinico di Sant’Orsola, Bologna (project partner)

Support for user research activities during the introduction of new tools for improving hospitality efficiency.

sept 22 - dec 22

Service-product Design

AEC Illuminazione
Arezzo

Study of new systems of sustainable public lighting.

Education and Titles	dec 20 - apr 21	Professional cooperation in Service Design Fondazione Innovazione Urbana Bologna Internship in support for internal projects and benchmarking activities on national/ international projects.
	apr 19 - jun 19	Professional cooperation in Product Design Arch. Fabio Fornasari (Istituto dei Ciechi Cavazza, Bologna) Bologna Internship in development of tools to assist visually impaired individuals in the use of images.
	jan 24 - dec 24	Management and Co-production of Participatory Processes, Community and Proximity Network (II Level University Master Course) Alma Mater Studiorum University of Bologna Department of History and Cultures - DISCI Project work “Attraverso il Sole. Progettazione di un percorso partecipato per la rigenerazione dell’ex-cinema teatro Sole, Bibbiena (AR).”
	sept 19 - mar 22	Advanced Service Design (Master degree) Alma Mater Studiorum University of Bologna Department of Architecture - DA Thesis “Il territorio attraverso le immagini: Sviluppo di un atlante fotografico dinamico dedicato al progetto e alla ricerca.” Thesis Supervisor Prof.ssa V. Gianfrate Thesis Advisor Margherita Caprilli Final grade 110L/110
	sept 16 - sept 19	Industrial Design (Bachelor degree) Alma Mater Studiorum University of Bologna Department of Architecture - DA Thesis “Dalla vista al tatto: Design di un libro fotografico tattile sulla città di Bologna.” Thesis Supervisor Prof.ssa E. Formia Thesis Advisors Arch. Fabio Fornasari, Prof. Francesco Mazzucchelli, Prof. Giacomo Maestri Final grade 110L/110
Teaching activities		
	sept 24 - dec 24	Course tutor Alma Mater Studiorum University of Bologna Department of Architecture - DA Second cycle degree programme (LM) in Advanced Design Course Technology Laboratory I.C. Module Sustainable Technologies

26 may 23	Facilitator for “Co-Progettazione di servizi relativi a interventi sulle esterne del Policlinico” IRCCS Azienda Ospedaliero-Universitaria di Bologna, Policlinico di Sant’Orsola, Bologna Action developed under the research collaboration previous outlined. Brainstorming workshop with users and hospital staff, developed and facilitated.
24 may 23	Facilitator for “Co-Progettazione di servizi relativi agli spostamenti degli utenti con difficoltà motoria” IRCCS Azienda Ospedaliero-Universitaria di Bologna, Policlinico di Sant’Orsola, Bologna Action developed under the research collaboration previous outlined. Brainstorming workshop with users and hospital staff, developed and facilitated.
4 - 5 may 23	Facilitator for “Climate Neutral Cities 2023: Play your ace card!” Alma Mater Studiorum University of Bologna, Next Built Observatory, Bologna Two days training workshop for architectural students, support at development and gamification facilitator.
sept 21 - dec 21	Course tutor Alma Mater Studiorum University of Bologna Department of Architecture - DA First cycle degree programme (LT) in Industrial Design Course Comunicazione grafica
27 - 29 sept 21	Course tutor Alma Mater Studiorum University of Bologna Centro di Ricerca per l’interazione con le Industrie Culturali e Creative CCI Days - Creative and Cultural Industries Festival Workshop Collecting climate data with Arduino
Conferences and Talks	
17 apr 25	Human Care L’ecosistema per l’umanizzazione delle cure - Open Meeting Grandi Ospedali, FIASO - Federazione Italiana Aziende Sanitarie e Ospedaliere Oral presentation “Il ruolo del Service Design nel miglioramento dei processi ospedalieri”
9 - 10 may 24	NEXTBUILT Int. Conf. on Challenges of the Next Generation Built Environment Alma Mater Studiorum University of Bologna, Next Built Observatory, Bologna Oral presentation “Toward Sustainable Urban Health: Defining Hospital Outdoor Spaces for Community Well-being.”
9 may 23	Design Talks Systems Design Laboratory, Second cycle degree programme (LM) in Advanced Design Alma Mater Studiorum University of Bologna, Department of Architecture - DA, Bologna Oral presentation “Il territorio attraverso le immagini, sviluppo di un atlante fotografico dinamico dedicato al progetto e alla ricerca.”

Publications

2024A.C. Palazzo, M. Bertelli, J. Gaspari. (2024). **A Systemic Review on the adoption of Service Design practices to improve the quality of user experience and organization in healthcare environment.** In *Sustainability 2024*, 16(13), 5595 (Class A ANVUR). MDPI AG.

<https://doi.org/10.3390/su16135595>

2024M. Bertelli, A. C. Palazzo, C. Gibertoni, F. Rainaldi, J. Gaspari. (2024). **Toward sustainable urban health: defining hospital outdoor spaces for community well-being** [Conference Paper]. International Conference on Challenges for the Next Generation Built Environment Proceedings. In *IOP Conference Series: Earth and Environmental Science* (ISSN: 1755-1315). IOP Publishing, Bristol, UK.

<https://doi.org/10.1088/1755-1315/1402/1/012056>

2024A. C. Palazzo, M. Bertelli, C. Gibertoni, P. Molteni, F. Gorla. (2024). **Redefining Hospital Accessibility: A Service Design Framework for Inclusive Healthcare** [Conference Paper]. International Conference on Challenges for the Next Generation Built Environment Proceedings. In *IOP Conference Series: Earth and Environmental Science* (ISSN: 1755-1315). IOP Publishing, Bristol, UK.

<https://doi.org/10.1088/1755-1315/1402/1/012066>

Skills

language	Italian (native speaker) English (level B2+ in reading, listening, writing and speaking - CLA UNIBO LEA course)
digital	Suite Microsoft Office Suite Google Miro Mural Suite Adobe Figma Autocad Siemens NX Qgis