


PERSONAL INFORMATION

Chiara Verbano

 Affiliation
Università degli studi di Padova
Dip. Tecnica e Gestione dei Sistemi Industriali (DTG)
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Sex Female | Nationality Italian

WORK EXPERIENCE

(2004 – now)

Associate Professor

University of Padova (Italy), Dept. of Tecnica e Gestione dei Sistemi Industriali

Associate Professor in Management Engineering (Scientific Disciplinary Sector ING-IND/35)

- Academic Course: “Engineering Economy and Management” for the bachelor’s degree in Management Engineering (2004 – now)
- Academic Course “Innovation and Project Management” for the Master ‘s Degree in Management Engineering (2010-now)
- Member of the Advisory Board of the PhD Programme in Management Engineering of the University of Padova and in charge of the “Risk Management” seminar (2004-now).
- Since 2005 supervisor of seven PhD students in Management Engineering and 2 post-doctoral research fellows at the Department of Management Engineering of Padova University, and one PhD students in Management Engineering at the University of San Marino State.
- Vice-coordinator of the PhD course in Management Engineering at DTG (2012-2018).

(2001 – 2004)

Researcher

University of Parma (Italy), Dept. of Industrial Engineering

Permanent Researcher in Scientific Disciplinary Sector of Management Engineering in charge of the course “Business Management and organization” for the bachelor’s degree in mechanical engineering and of the course “Management Control System” for the bachelor’s degree in management engineering (2000-2001).

(1999 – 2001)

Visiting Research Fellow

University of San Marino State (San Marino State), Dept. of Economy and Technology

(1998)

Steering Committee member

University of San Marino State (San Marino State), Dept. of Economy and Technology

EDUCATION AND TRAINING

(2000-2001)

Post-doctoral scholarship in the field of “Technology transfer to Small and Medium Enterprises”

University of Padova (Italy), Dip. Innovazione Meccanica e Gestionale.

(1997-1999)

PhD in Management Engineering

University of Padova (Italy), Dip. Innovazione Meccanica e Gestionale

(1999)

9th European Doctoral Summer School in “Technology Management”

Organized by the European Institute for Advanced Studies in Management (EIASM)
University of Enschede (The Netherlands)

(1990-1996) Master's degree in Management Engineering
University of Padova (Italy)

MERITS

Awards

- Licensed to become *Full Professor* in Management Engineering (2014)
- Project awarded with the *Best Practice Certificate* of the European Public Sector Award – EPSA 2019 “New solutions to complex challenges - a public sector citizen-centric, sustainable and fit for the future” organized by the European Institute of Public Administration: Verbano C., Donato D., Camporese P., Baccaglini U., Carretta G., Flor L., 2019 “Surgical activity reorganisation through lean implementation in the Azienda Ospedaliera di Padova”

Editorial activity

- Editorial Board member of the Journal “Risk Management and Healthcare Policy” - ISSN: 1179-1594 (2019-now)
- Editorial Board member of the Journal “Drug, Healthcare and Patient Safety” - ISSN: 1179-1365 (2018-now)
- Editorial Board member of the Journal “Safety in Health” - ISSN: 2056-5917 (2014-2018).
- Reviewer of several International peer reviewed journals. Among them: IJ Production Economics, Safety Science, IJ Physical Distribution & Logistics Management, Production Planning and Control, EJ Information Systems, PloseOne, J Service Management, IJ Entrepreneurship and Innovation Management, J Small Business Management, Safety in Health, IJ Healthcare Technology and Management, IJ Innovations and Technology Management, EJ Innovation Management, Knowledge Management Research and Practice, IJ Technology Management.

Main Grants

- Coordinator of the research project titled “Improving clinical pathways of patients with chronic diseases following a lean and safety approach” (Grant Uni-Impresa 2020, 66.000€ funded by the University of Padova and the Local Health authority of Treviso – ULSS 2)
- Coordinator of the research project “Developing a framework for the implementation of project risk management in SMEs” (Grant BIRD 2019, 35.000€, funded by the Padova University)
- Coordinator of the research project titled “Developing a framework for the introduction of Lean & Safety management in healthcare” funded by the University of Padova (Assegni di Ricerca junior Grant, 66.666€, funded by the Padova University, 2015-2016).

PERSONAL SKILLS

Mother tongue(s) Italian
Other language(s) English (CEFR - level B2-C1)
French (CEFR - level A2)

ADDITIONAL INFORMATION

Publications

Author of 92 scientific publications in Google Scholar, (61 in Scopus)

Bibliometric indexes:

- total number of citations (sources): 2450 (Google Scholar), 1055 (Scopus)
- H index (sources): 24 (Google Scholar), 18 (Scopus)

Relevant publications on Healthcare Management:

- Tiso, A., Crema, M., & Verbano, C. (2021). A framework to guide the implementation of lean management in emergency department. *Journal of Health Organization and Management*. 35(9): 315-337.
- Crema, M., & Verbano, C. (2021). Simulation modelling and lean management in healthcare: first evidences and research agenda. *Total Quality Management & Business Excellence*. 32(3-4): 448-466.
- Verbano, C., & Crema, M. (2019). Applying lean management to reduce radiology turnaround

times for emergency department. *The International Journal of Health Planning and Management*. 34(4): e1711-e1722.

- Verbano, C., Crema, M., & Nicosia, F. (2017). Visual management system to improve care planning and controlling: the case of intensive care unit. *Production Planning & Control*. 28(15): 1212-1222.
- Crema, M., & Verbano, C. (2017). Lean Management to support Choosing Wisely in healthcare: the first evidence from a systematic literature review. *International Journal for Quality in Health Care*. 29(7): 889-895.
- Crema, M., & Verbano, C. (2016). Identification and development of Lean and Safety projects. *Safety Science*. 89: 319-337.
- Crema, M., & Verbano, C. (2016). Safety improvements from health lean management implementation: evidences from three cases. *International Journal of Quality and Reliability Management*. 8: 1150-1178.
- Crema, M., Verbano, C., Guercini, J., Bianciardi, C., & Mezzatesta, V. (2016). Organizational solutions to improve timeliness and effectiveness of the stroke care. *Safety in Health*, 2(1): 12.
- Crema, M., & Verbano, C. (2015). Mapping lean experiences and emerging connections with clinical risk management in Italian context. *Business Process Management Journal*, 21: 1091-1116.
- Crema, M., & Verbano, C. (2015). How to combine Lean and Safety management in health care processes: a case from Spain. *Safety science*, 79: 63-71.
- Crema, M., & Verbano, C., Chiozza M. L. (2015). First evidences from "lean & safety" projects. *International Journal of Quality and Service Sciences*. 7: 245-259.
- Crema, M., & Verbano, C. (2013). Guidelines for overcoming hospital managerial challenges: a systematic literature review. *Therapeutics and clinical risk management*, vol.9, n.427
- Crema M., & Verbano C., (2013). Future developments in healthcare performance management, *Journal of Multidisciplinary healthcare*, 6: 415-421.

Projects

- Scientific leader for the University of Padova of the project : PNRR PE8 AgeIT - spoke 5 "Care sustainability in the aging society". (budget 543.000 €, periodo 2023-2026)"
- Scientific expert for the Ministry of Health for the project "Reorganization of surgical activities for clinical settings and care complexity in order to improve sustainability in Italian hospitals" (projects 2018-2021). Details can be found here: Urbani A., Verbano C., Bellentani M., Donato D., Baccaglioni U., Flor L. (2020) Reorganization of surgical services according to care setting and care complexity in order to improve sustainability in Italian hospitals, Proceedings of the 30th European Safety and Reliability Conference and the 15th Probabilistic Safety Assessment and Management Conference, pp. 5014, doi: 10.3850/978-981-14-8593-0_4822-cd).
- Scientific expert for the project "Reorganization of surgical activities: monitoring and verifying appropriateness in the use of operating rooms" Azienda Ospedaliera – Università di Padova (University Hospital of Padova) (2017-2019). Project awarded with the Best Practice Certificate of the European Public Sector Award 2019.
- Principal investigator of the DTG (University of Padova) of the following research agreements: "Innovation of the care process of multiple sclerosis following a lean management perspective", funded by the Fondazione Università Ca' Foscari (Ca'Foscari University of Venice) (2017).
- Participation in several international research projects with the following institutions:
 - Dept. of Management of Comillas University (Madrid, Spain); research project on "Lean management to improve chronic care pathways" (2022).
 - University of Minho, (Braga, Portugal); research project on Knowledge Management Practices in Healthcare (2018).
 - COHRM, School of Business of Haifa University (Israel); research project on The Evolution of Resources in the generation and development of Research-Based Spinoffs" (2012-2018).
 - Centre for Service Research of National Institute of Advanced Industrial Science and Technology (Japan); research project on Space Technology Transfer: Spin-off Cases from Japan.
 - Dept. of Economy and Technology of the University of San Marino; research project on Strategies and determinants for successful space technology transfer (2008-2018).
 - Enterprise Academy of the University of the West of Scotland (UK); research project on theoretical perspectives to analyse the development of Research Based Spin-Offs (2016-2019)
 - Departamento de Proyectos e Ingeniería Rural, Universidad Pública de Navarra (Spain); research project on Project Risk Management In Spanish SMEs. (2018-now)
 - Kelley School of Business Indianapolis (Indiana University); project involving 17 European, American and Asiatic Countries on "High Performance Manufacturing" (2011-now).

Other Relevant Information

- Trainer of the seminar "The management of innovation: process management" for the training course for the public health organizations General Managers, organized by the Veneto Region

Public Health School Foundation. This course aims to develop managerial skills and respond to training obligation that the General Managers must fulfilled (Bologna 2017; Padova 2017).

- Scientific expert (Tutor) for the Ministry of University and Research for the evaluation of research project funded by the Ministry in the plan "Supporting collaborative work – Cluster 23" (D. M. n.440 del 04/05/01) (2001-2004).
- Track Co-Chair "Knowledge Management Practices in Healthcare" 19th European Conference on Knowledge Management, - ACPI, September 6th – 7th 2018 Padova, Italy.
- Track Co-Chair "Health Care Management" 11th Annual Conference of the EuroMed Academy of Business "Research Advancements in National and Global Business Theory and Practice", September 12th-14th 2018 Valletta, Malta.
- Track Co-Chair "Health Care Management: new challenges" 10th Annual Conference of the EuroMed Academy of Business "Global and national business theories and practice: bridging the past with the future", September 15th-16th 2017 Rome, Italy.
- Track Co-Chair "Innovating Health Care leveraging on Technology, Organization and Management" del XXVI AiIG Annual Scientific Meeting, Competitiveness of small and medium-sized enterprises in global networks, Vicenza 15th-16th October 2015.
- Member of the Italian Scientific Society for the Lean System Approach in Healthcare - S.I.A.L.S. (2018-now)
- Member of the International Council for Small Business (ICSB) (999-2000)
- Senior Member of the Management Engineering Italian Association (1997-now)

According to law 679/2016 of the Regulation of the European Parliament of 27th April 2016, I hereby express my consent to process and use my data provided in this CV.

Chiara Verbano