

# RESEARCH THEME

XXVII cycle – a.y. 2021/2022

**Title of the doctoral research**      Designing for care ecosystems

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**Proponent professor**              Daniela Sangiorgi

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## **Abstract**

The global pandemic crisis has shed light on the vulnerability and inequity of our healthcare systems. Strengthening healthcare systems is a top priority in Europe. While WHO provides a framework for strengthening health systems, this is focused on actors and activities with the *primary* mandate for health, while chronic care and prevention – affecting 80% of people aged over 65 in EU – involve necessarily a wider set of resources and activities that lay well beyond the health system. Healthcare has been recently re-framed as a service ecosystem that is composed of spontaneously sensing and responding actors, such as healthcare professionals, healthcare organizations, third sector associations, but also family, friends, alternative healthcare providers and various territorial resources.

While service design has been increasingly looking into the implications of designing for complex service systems transformation in healthcare, recent studies have also considered the concept of ecosystems, as a valuable metaphor to inform the development of service design itself. This PhD aims to further develop the implications of applying this concept to healthcare innovation with a focus on the complexity of chronic care.

This PhD research could focus upon:

- the potential synergies with socio-technical systems based design
- the relation between intentionality and emergence in designing for better care ecosystems

the role of design for institutional work at different levels of care ecosystem

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## **Keywords**

Service Design, Care Ecosystems, Chronic Care