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Supervisor Expression of Interest MSCA-IF Marie Sklodowska Curie Action-Individual Fellowship

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Department Name: Research topic: (https://www.polimi.it/en/scientific-research/research-structures/departments/)	Dipartimento di Ingegneria Gestionale (Department of Management, Economics and Industrial Engineering) <i>Management</i> URBAN HEALTH: How cities can promote and sustain citizens' health by innovating public services through digital technologies and big data
MSCA-IF Research Area Panels	CHE_Chemistry ECO_Economic Sciences ENG_Information Science and Engineering ENV_Environmental and Geosciences LIF_Life Sciences MAT_Mathematics PHY_Physics X SOC_Social Sciences and Humanities
Politecnico di Milano Areas:	Cultural Heritage Smart Cities Territorial Fragilities X Health Industry 4.0
Brief description of the Department and Research Group (including URL if applicable): http://www.dig.polimi.it http://www.remmaps.polimi.it/	The Department of Management, Economics and Industrial Engineering (DIG) of Politecnico di Milano was established in 1990. The Department's main mission is to impact on society by creating and sharing knowledge at the intersection between engineering, management and economics through outstanding research, top quality education and serving the community. DIG is one of the largest Departments of Politecnico di Milano, with around ninety tenured professors. DIG research aims to produce excellent science through a tailored approach characterized by multi-disciplinarity, mastering of multiple methodologies and intense connections with practitioners and policymakers. The Department is part of the School of Management of Politecnico di



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	<p>Milano, established in 2003 together with MIP Politecnico di Milano Graduate School of Business which focuses on post-experience education. The School is EQUIS and AMBA accredited and ins ranked by Financial Times and QS among the best European Business Schools. The School is member of PRME, Cladea, ACE and QTEM.</p> <p>ReMAPS (Rethinking of Management in the Arts and Public Services) is a multidisciplinary research group whose research agenda deals mainly with the innovation of public services by leveraging on new technologies and big data. More in details, the “innovation” of public services can be achieved through (i) the engagement with empowered citizens; (ii) the boost of digital innovations to redesign processes and practices; (iii) the exploitation of administrative data to generate evidence-based policies and management practices; (iv) the enablement of network-based organizational designs; (v) the rethinking of performance measurement theories and practices.</p>
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<p>Brief project description: (max 1 page)</p>	<p><i>Urban Health</i> has been matured as a multidisciplinary research field that involves scholars aimed at understanding how cities – megalopolises and big cities in particular – might promote and sustain citizens’ health. Despite the value of past contributions on this topic, at least three gaps still puzzle our understanding and leaves practitioners – policy-makers and city managers in particular – without clear guidelines and good practices. First, past research has investigated the issues about “urban health” from an urbanistic/architectonic perspective, developing scales to measure the health-orientation or different neighborhoods (e.g., the walkability indexes), thus neglecting to explore how public services (i.e., health and social care, education and arts, mobility etc.) can be designed and managed to promote and sustain citizens’ health. Second, past studies have focused to one single dimension of citizens’ health – e.g., mobility and physical activity – neglecting other relevant dimensions of healthy lifestyles, e.g., nutrition, cognitive abilities and social inclusion. In this regard, complementing the current healthcare perspective with others from education and arts would provide scholars and practitioners with a broader understanding of how cities might promote and sustain citizens’ health. Third, past contributions have mainly dealt with physical technologies such as buildings, streets, parks etc. thus overlooking the role that digital technologies and big data might play to redesign and manage different public services in such a way to promote and sustain citizens’ health. In this regard, current studies about smart cities, while are investigating Internet of Things (IOTs) enabled solutions, are not targeting citizens’ health as the main goal to be pursued.</p> <p>Against the above gaps, this research project aims at furthering the ongoing debate about <i>Urban Health</i> by shedding first light on how cities can promote and sustain citizens’ health by innovating public services through digital technologies and big data.</p> <p>The research project will tackle this topic by looking at it from two intertwined perspectives: the redesign/innovation of public services through the use of digital technologies and big data, and the redesign/innovation of key performance indicators as consequence of the availability of broader evidence because of digital technologies and</p>
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big data.

The research project will focus on two targets of citizens than more than others might benefit from the orchestration of public services to improve their current and future health. They are: children (6 – 11 years old) and young elderly (55+ years old). Both groups, despite their specificities, have been recommended to engage into healthier lifestyles and public services, whether well designed, might make a difference. City managers can rethink how cities are organized and how public services are delivered in order to co-temporally improve their opportunity to engage into physical activity, eat appropriate food, being social included and educated. In this regards, accessibility, empowerment, engagement and co-production, incentives become critical bricks to innovate the (re)design and management of public services.

The project will benefit from the resources made available by the ReMAPS research group. First, ReMAPS has nurtured in the last years a solid collaboration with the City of Milan as well as with all the main actors involved in the delivery of public services related to health and social care (hospitals, local health agencies, technology suppliers etc.), education (schools, universities, etc.), arts and cultural activities (museums, theaters and operas, local foundations, etc.). Second, ReMAPS has gained access to big data related to public services. These data comprise longitudinal administrative data about healthcare and education, in term of services delivered and performance, as well as social media data, mobile data, and data from sensors and Iot (Internet of things) about the City of Milan collected within the *Urban Scope* project. Third, ReMAPS is continuously engaged with public sector institutions through the Permanent Observatories about Digital Innovation in Healthcare and in the Cultural Industry that, among the others, provide a continuous and constant access to local institutions with their collected data (including longitudinal surveys).