



Federico De Luca

PhD, Research Fellow
Department of Management Engineering
Department of Design

Politecnico di Milano
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Professional Profile

Researcher and designer specializing in Service Design, healthcare innovation management, and co-design methodologies. Focused on facilitating co-production processes for patient- and community-centered care models. Passionate about social innovation and strategic design. Entrepreneur in the tourism and hospitality services sector.

Education

Politecnico di Milano 2020 - 2025	Ph.D. in Management Engineering Focus: Healthcare management and organization, co-design of services with the third sector. Thesis: Fostering Healthcare Inter-Professional Collaboration and Co-Delivery Among Voluntary Organizations and Health Providers
Politecnico di Milano 2017 - 2020 Tongji University, Shanghai 2019 - 2021	Master's Degree in Product Service System Design (Double Degree) Final Grade: 110 cum laude / 110 (Politecnico di Milano) Thesis: An Inquiry on E-Health Records and Interoperability in China by PSSD
Politecnico di Milano 2014 - 2017	Bachelor's Degree in Product Design
Peter the Great St.Petersburg Polytechnic University 2015	Summer School on 3D Modeling

Academic Activities

Research Politecnico di Milano	Oct 2024 - Present: Research on the integration of artificial intelligence into service design processes, with a focus on its implications for decision-making, collaboration, value creation, and educational outcomes. Dec 2024 - Present: Research supporting the definition of guidelines for patients and organizations involvement in clinical oncology research protocols (Health Big Data project, in collaboration with FAVO and IRCCS). Sept 2023 - Present: Innovation of services for families of hospitalized pediatric patients (in collaboration with ABIO Milano and RMHC Foundation). Mar 2023 - Apr 2025: Study on the development, positioning, and future perspectives of the model of Family Center (in collaboration with the Brescia Family Center and ASST Spedali Civili di Brescia). May 2022 - Sept 2023: Analysis of integration models between formal and informal care networks in Community Psychiatry Territorial Labs (in collaboration with CoLab Torre Cimabue and ASST Spedali Civili di Brescia).
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Sept 2020 – Sept 2021: Qualitative research with Humanitas Milano to improve oncology patient experience using PREMS tools.

Jan 2021 – Feb 2023: Development of organizational and social guidelines for the Community Health Centers model in the province of Piacenza (Polisocial interdisciplinary project).

Peer Reviewer

- **Voluntas (2024)** - Q1
- **International Journal of Integrated Care (2024)** - Q1
- **MDA Conference (2024)** - N/A

Conference Organization

- **MDA 2024 Conference**
4th International Conference on Environmental Design, Ginosa, Italy

Teaching Activities

Lecturer

Mod.: Co-Design and Co-Production of Healthcare and Social Care Services

Executive Master in Healthcare Innovation Management, POLIMI Graduate School of Management
(ed.: 2021, 2022, 2023, 2024)

Mod.: Design Thinking for Healthcare Professional Innovation

Master in Healthcare Professions Management, UCBM Academy
(ed.: 2023, 2024, 2025)

Mod.: Digital Health

Master in Lean Healthcare Management, University of Siena
(ed.: 2022, 2023)

Teaching Support

**Design Seminar: Traditional vs. AI-Powered Service Design:
A Comparative Exploration (Prof. Deniz Sayar)**

Master's Degree in Product Service System Design, Politecnico di Milano
(9-13 May 2025)

Course: Final Synthesis Product Laboratory (Prof. Mario Bisson)

Bachelor's Degree in Industrial Product Design, Politecnico di Milano
(a.y.: 2023-24, 2024-25)

Course: Visual Elements of Design Laboratory (Prof. Mario Bisson)

Bachelor's Degree in Industrial Product Design, Politecnico di Milano
(a.y.: 2023-24)

Course: Service Design and Innovation (Prof. Daniela Sangiorgi)

Master's Degree in Product Service System Design, Politecnico di Milano
(a.y.: 2020-21, 2021-22)

Thesis Supervision	Andrea Pozzoni (Current, tentative thesis title) Master's Degree in Management Engineering, Politecnico di Milano "Participation as Care: Challenges and Perspectives on Active Patient Involvement in Clinical Trials"
	Nicolò Signorelli (Current, tentative thesis title) Master's Degree in Management Engineering, Politecnico di Milano "Participation as Care: Challenges and Perspectives on Active Patient Involvement in Clinical Trials"
	Junyan Lu (Current, tentative thesis title) Master's Degree in Product Service System Design, Politecnico di Milano "Service Design Tools in the Age of AI: Continuity and Transformation"
	Rui Yu (2024) Master's Degree in Product Service System Design, Politecnico di Milano "A Service Design for a User-Centered Integration Model of Traditional Chinese Medicine and Family Doctor Services in China"
	Aurora Serra (2023) Master's Degree in Product Service System Design, Politecnico di Milano "VOCE - Integrating Students' Perspective in the Development of Health Education Programs"
	Xiaolin Shen (2021) Master's Degree in Product Service System Design, Politecnico di Milano "Service Design for Emotional Support of Breast Cancer Patients"

Professional Experience

Founder and Manager	Upperò (2021 - Present) Short-term rental management and interior design for the tourism sector www.uppero.com
International Experiences	PepsiCo, Shanghai, China (2019-2020) Designer for concept generation and 3D modeling Radiomaze, Cupertino, USA (2017) Designer and delegate for pitching at TechStar Adelaide (Australia)

Technical Skills

Design Software	Adobe Suite (Illustrator, InDesign, Photoshop), SketchUp, AutoCAD, Keyshot
Co-Design Tools	MIRO, Figma
Research Tools	Office Suite, ChatGPT, Google AI Studio, Consensus, Claude, Perplexity, Midjourney, TurboScribe, Playground, Boords, Uizard, Stitch
Languages	Italian (native), English (professional), Spanish (basic), Chinese (elementary)

Awards and Recognitions

Postour	1st Prize "From Idea to Startup", Tongji University (2019) 3rd Prize "Targa Bonetto" (2018)
Xenia	Featured in Il Bagno Oggi e Domani magazine (2019)

Publications

Journal Articles

De Luca, F., Costa, G., Masella, C. (2025). **Exploring the Role of Volunteer Organizations in Developing Italy's Community-Based Care Model**, International Journal of Integrated Care, 25(3), p. 3. <https://doi.org/10.5334/ijic.7881> (Q1)

Costa, G., De Luca, F. (2023). **Il ruolo delle associazioni di volontariato nelle Case della Salute e nelle Case di Comunità: un approfondimento empirico**. In Autonomie locali e servizi sociali, 1/2023 pp. 101-118, doi: 10.1447/107352

De Luca, F., Sangiorgi, D. (2023). **Designing for Co-Production in a Territorial Lab for Mental Health**. Strategic Design Research Journal, 16(1). <https://doi.org/10.4013/sdrj.2023.16114> (Q2)

De Luca, F., Mitidieri, S., Masella, C. (2024). **Enhancing Volunteer Integration in Pediatric Care**. Forthcoming, International Journal of Integrated Care. (Q1)

De Luca, F., Sangiorgi, D., Masella, C. (2025). **Enhancing Service Co-Delivery in Social and Health Care**. Submitted to Journal of Integrated Care. (Q2)

De Luca, F., Masella, C., Sangiorgi, D. (2025). **Towards a Participatory Socio-Health Delivery Model**. Submitted to Autonomie locali e servizi sociali.

Mitidieri, S., De Luca, F., Masella, C. (2025). **Towards Person-Centred Paediatric Care: Insights into the Design, Impact, and Management of Family Room.** EHMA Conference 2025, Rennes, France.

De Luca, F., Sangiorgi, D., Masella, C. (2025). **Advancing Integrated Family-Centered Care: The Role and Impact of Family Centers in Italy's Evolving Social and Healthcare System.** International Journal of Integrated Care 25, Lisbon, Portugal.

De Luca, F., Sangiorgi, D. (2024). **Enhancing Healthcare Systems: Redefining Strategies and Stakeholder Engagement for Community Care Evolution.** MDA 2024 Conference, Ginosa, Italy. ISBN 978-88-5509-634-8

De Luca, F., Sangiorgi, D. (2023). **Designing for Informal Co-Production in Mental Healthcare.** ServDes 2024 Conference, Rio de Janeiro, Brazil. <https://doi.org/10.3384/ecp203052>

De Luca, F., Costa, G., Gheduzzi, E., & Masella, C. (2022). **Third Sector Organizations as Mediators in Primary Care Systems in Italy: Barriers and Facilitators.** AIES Conference 2022, Messina, Italy.

De Luca, F., Gheduzzi, E., Lazzarini, L., Costa, G., & Masella, C. (2022). **Health Service Ecosystem Perspective in Primary Care: Barriers to Co-Creation with Informal Carers.** EHMA Conference 2022, Brussels, Belgium.

De Luca, F., Gheduzzi, E., Costa, G. and Masella, C. (2022) **Investigating Integration of Formal and Informal Care in Primary and Community Care,** International Journal of Integrated Care, 22(S3), p. 70. <https://doi.org/10.5334/ijic.ICIC22288>.

Gheduzzi, E., Costa, G., De Luca, F., Lettieri, E., & Masella, C. (2022). **Adopting Public Service Logic in Analysing Primary Care Services.** XXXIII Annual Scientific Meeting RSA AilG 2022, Rome, Italy.

Accolla, A., De Luca, F. (2021). **A Strategic Design Analysis to Facilitate the Transition for All to the New Patient-Centered Healthcare Model in China.** In: Shin, C.S., Di Bucchianico, G., Fukuda, S., Ghim, YG., Montagna, G., Carvalho, C. (eds) Advances in Industrial Design. AHFE 2021. Lecture Notes in Networks and Systems, vol 260. Springer, Cham. https://doi.org/10.1007/978-3-030-80829-7_64