

PERSONAL INFORMATION **Francesca Moretti**

Francesca.moretti@univr.it



Gender: Female | Date of birth: 10 November 1967 | Nationality: Italian

PROFESSIONAL
PROFILE

Associate Professor, MEDS-24/B – General and Applied Hygiene, Department of Neuroscience, Biomedicine and Movement Sciences, University of Verona. Hospital Physician at the Complex Unit for Professional Development and Innovation, Verona University Hospital Trust (AOUI Verona).

Extensive experience in clinical risk management, patient safety, quality improvement and process improvement, with a particular focus on safety culture, the second-victim phenomenon, and violence against healthcare workers.

Research and teaching activities on the use of simulation, with a particular focus on translational simulation and innovative educational methodologies for the development of Non-Technical Skills—teamwork, communication, decision-making, leadership and risk management—as well as patient safety and the improvement of care and organizational processes in complex healthcare settings, particularly in pediatric emergency care.

Scientific leadership and participation in interdisciplinary research, innovation and third-mission projects in the fields of patient safety, simulation and health promotion in schools.

PROFESSIONAL
EXPERIENCE

April 2024 - present

Associate Professor – University of Verona, Department of Neuroscience, Biomedicine and Movement Sciences

Hospital Physician at the Complex Unit for Professional Development and Innovation, Verona University Hospital Trust (AOUI Verona)

Quality Officer and lead for the evaluation of educational performance and the development of innovative teaching methods.

Coordinator of the Risk Management Working Group of the Italian Society of Hygiene, Preventive Medicine and Public Health (SIIt).

Member of regional and national committees and technical working groups on patient safety, clinical risk management and quality improvement.

April 2021 - April 2024

Senior Researcher – University of Verona

Hospital Physician at the Complex Unit for Professional Development and Innovation, Verona University Hospital Trust (AOUI Verona).

March 2020 - April 2021

Physician at the Hospital Medical Directorate – ULSS 9 Scaligera, “Mater Salutis” Hospital, Legnago

Head of the Clinical Risk Management function at the hospital.

Member of the CAVS – Corporate Committee for Claims Assessment.

July 2015 - March 2025

Research Fellow – University of Verona

2012 - June 2019

Psychiatrist and psychotherapist; locum General Practitioner

EDUCATION AND TRAINING

2026- present	Master's Degree in Medical Simulation Center Management – 24ORE Business School , in collaboration with Accurate. Scientific Director: Pier Luigi Ingrassia.
2011 - 2015	Specialization in Hygiene and Preventive Medicine – University of Verona.
2007 - 2010	PhD in Psychological and Psychiatric Sciences.
2002 - 2006	Specialization in Psychiatry.
1995 - 2002	Degree in Medicine and Surgery.

PROFESSIONAL SKILLS

Native language Italian

	COMPREHENSION		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken Production	
English	C1	C2	C1	C1	C1

Communication and interpersonal skills Interpersonal and communication skills developed through training and professional practice as a psychiatrist and psychotherapist, as well as through research activities on Non-Technical Skills.
Experience in coordinating and working within multidisciplinary teams at organizational, regional, national and international levels, with a particular focus on team communication, debriefing and the management of complex situations.

Organisational and management skills Experience in managing and coordinating complex healthcare processes and projects, with a particular focus on clinical risk management, patient safety, quality of care and educational innovation.
Expertise developed through functional leadership, the analysis and prevention of adverse events, the assessment of safety culture and the development of organizational improvement interventions.
Coordination of multidisciplinary and inter-institutional projects, as well as research and training activities conducted in collaboration with universities, healthcare organizations, scientific societies and community stakeholders.

Professional skills: Teaching and training Lecturer in Hygiene and Preventive Medicine in various degree programmes in medicine, healthcare and social care at the University of Verona.
Lecturer in Hygiene and Preventive Medicine in the postgraduate training programmes in Hygiene and Preventive Medicine, Infectious Diseases and Psychiatry.
Lecturer in university master's programmes on quality, clinical risk management and patient safety, and in the PhD programme in Applied Life and Health Sciences.
Training activities on clinical risk management, patient safety and quality of care for regional and national public healthcare organizations.

Professional skills: Clinical risk management, patient safety and simulation

- Direct experience in **clinical risk management and patient safety**, also developed through the role of Clinical Risk Management Lead at ULSS 9 Scaligera – “Mater Salutis” Hospital, including adverse event analysis, identification of organizational vulnerabilities, definition and monitoring of improvement actions, and participation in claims assessment.
- Expertise in the assessment and promotion of safety culture, the analysis of human and organizational factors, and the development of

interventions aimed at preventing adverse events and improving the quality and safety of care processes.

- Experience in the design and delivery of multidisciplinary training programmes on clinical risk management, patient safety, human factors and safety of care, at organizational, regional and national levels.

Professional skills:
Educational innovation and
simulation

- Experience in the use of clinical simulation to support education and improve patient safety, with a particular focus on the development of Non-Technical Skills—including teamwork, communication, leadership, decision-making and error management—and on the analysis of processes and critical issues in complex healthcare settings.
- Development and testing of innovative educational methodologies and digital tools, including Artificial Intelligence-based approaches, to support personalised learning, reflective practice, feedback and the evaluation of educational outcomes.

Professional skills:
Humanisation of care

Designated by the University of Verona as its academic representative for the process of joining and launching the Interuniversity Second-Level Master's Programme in "Health and Humanisation of Care in the Organisation and Management of the Italian National Health Service" (academic year 2026/2027), promoted by the University of Udine within the network of universities adhering to the Udine Charter.

Main ongoing scientific research lines and projects

Professional skills: Research
and scientific project
development

SIM-SEA – Simulation, patient safety and care process improvement

Development, in collaboration with the Pediatric Emergency Department of Verona University Hospital Trust (Dr Davide Silvagni) and with the scientific collaboration of Prof. Pier Luigi Ingrassia, of a project aimed at developing SIM-SEA as a simulation-based tool for assessing and improving team performance, care processes and patient safety.

The project explores the use of simulation not only as an educational methodology, but also as a tool for identifying critical issues and risk factors, analysing interactions among professionals, organisations and processes, and supporting improvement interventions in complex and emergency care settings.

The Butterfly Effect: CPR in schools

Within the CPR training programme for schools established by Verona University Hospital Trust, scientific lead for the development of the research component and for the evolution of the educational model towards peer education, in collaboration with Verona University Hospital Trust, the Italian Resuscitation Council and local school networks.

The project integrates BLS(D) training with the assessment of educational, psychosocial and well-being outcomes, with a particular focus on self-efficacy, emotional regulation, transferable skills, empowerment and the transformative aspects of the experience. It also explores the feasibility and transferability of a peer-to-peer model in school settings.

WITHSTAND Programme – Second victims and organisational support

Scientific collaboration with the Complex Unit of Clinical Psychology of Verona University Hospital Trust/University of Verona (Prof. Michela Rimondini) in the development of an interdisciplinary programme focused on the prevention and management of the impact of adverse events on healthcare professionals (second victims).

Within this research line, collaboration on a project investigating the professional well-being of surgical staff involved in adverse events, funded by the 2024 Finalised Research Programme of the Italian Ministry of Health (PI: Prof. Michela Rimondini).

WITHSTAND against Violence – Workplace violence, resilience and organisational support

Scientific lead of a pilot project conducted in collaboration with the Complex Unit of Clinical Psychology of Verona University Hospital Trust/University of Verona (Prof. Michela Rimondini) and the Verona University Hospital Trust Emergency Medical Service (118).

The project aims to explore the impact of violent incidents on healthcare workers and the possible role of individual resilience and organisational support in moderating their effects on well-being and professional experience. It forms part of a broader research programme on individual and organisational factors that can support professionals exposed to critical events.

Safety culture, clinical risk management and quality of care

Established research line focusing on safety culture, risk perception and management, patient empowerment and adverse event prevention in different healthcare settings. Activities include the development and application of safety culture assessment tools, the analysis of professional and organisational factors associated with safety, and the study of interventions aimed at improving the quality and safety of care.

ProSafe: Participatory research project co-funded by Roche, involving patient and citizen associations and focusing on medication safety, proximity-based care and digitalisation, with particular attention to community engagement in improving healthcare services.

CPR in schools: Promotion of first-aid awareness and BLS(D) skills through experiential learning, simulation and peer education programmes for students.

Professional skills: Third mission activities

Digital skills

SELF ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
proficient user	proficient user	proficient user	proficient user	proficient user

Levels: Basic user - Independent user - Proficient user Digital competences
Self-assessment grid

Replace with name of ICT-certificate(s)

Additional digital skills

- Use of software for data management, processing and analysis, including Excel, Access and STATA, as well as specialised healthcare databases.
- Use of LimeSurvey for the design, management and administration of online questionnaires and for structured data collection.
- Specialised training in conducting systematic reviews and meta-analyses according to Cochrane methodology, and in using STATA for statistical analysis.

ADDITIONAL INFORMATION

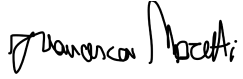
Publications **Author of 75 publications in international peer-reviewed journals, including 36 published during the last five-year period (2021–2025).**

PERSONAL DATA PROCESSING

I hereby authorise the processing of the personal data contained in this curriculum vitae pursuant to Regulation (EU) 2016/679 (GDPR) and applicable national legislation.

Aware of the criminal penalties provided for under Article 76 of Presidential Decree No. 445 of 28 December 2000 in the event of false declarations, I declare that the information provided in this curriculum vitae is true and accurate.

Verona, August 2026

A handwritten signature in black ink, appearing to read 'Francesca Moretti', with a stylized flourish at the end.