

PERSONAL INFORMATION

George Pierrakos



 23 Piperopoulou st. 14575 Stamata Attikis Greece

 +30 210 6217343  +30 6977215521

 [gpierrakos@uniwa.gr](mailto:gpierrakos@uniwa.gr)

linkedin profile: <https://www.linkedin.com/in/george-pierrakos-14848b68/>

Sex M | Date of birth 12/07/1971 | Nationality Greek

WORK EXPERIENCE

Date from - Date to	Location	Company & reference person	Position
2018-toady	Greece-Athens	<b>University of West Attica</b> Prof. Panagiotis Kaldis (Rector), <a href="mailto:pkaldis@uniwa.gr">pkaldis@uniwa.gr</a>	Professor Director of Social Policy Division Business Administration Department
2005-2018	Greece-Athens	<b>Athens University of Applied Sciences</b> Prof. Panagiotis Kaldis (vice-Rector), <a href="mailto:pkaldis@uniwa.gr">pkaldis@uniwa.gr</a>	Academic Professor Chairman Department of Business Administration
2018-today	UK-Leeds	<b>Leeds Beckett University</b> <b>Leeds Business School</b> Senior lecturer Niki Kyriakidoy <a href="mailto:N.Kyriakidou@leedsbeckett.ac.uk">N.Kyriakidou@leedsbeckett.ac.uk</a> Professor George Lodorfos (Dean) <a href="mailto:G.Lodorfos@leedsbeckett.ac.uk">G.Lodorfos@leedsbeckett.ac.uk</a>	Visiting Professor
2005	Greece-Athens	<b>Institute of Social Innovation</b> Ms Alexandra Voulgarakis, <a href="mailto:alexandra@isi.org.gr">alexandra@isi.org.gr</a>	Project manager Social Planning and Research Department
2001-2005	Greece-Athens	01 Pliroforiki SA <b>Prof. Thanasis Spyridakos</b> <a href="mailto:tspyr@uniwa.gr">tspyr@uniwa.gr</a>	Project manager
1998-2001	Greece-Athens	Institute of Political Economics and Social Sciences Prof. John Yfantopoulos <a href="mailto:yfantopoulos@gmail.com">yfantopoulos@gmail.com</a>	Project manager

EDUCATION AND TRAINING

<b>Institution</b>	National and Kapodistrian University of Athens, School of Law Faculty of Political Science & Public Administration
<b>Date</b>	1999-2005
<b>Degree(s) or Diploma(s) obtained</b>	<b>Ph.D. Degree</b> (PhD (Organisation and management of Primary health Care networks in Local Community))
<b>Institution</b>	University of Athens - Department of Political Science and Public Administration
<b>Date</b>	1996 - 1998
<b>Degree(s) or Diploma(s) obtained</b>	<b>Post Graduate Diploma</b> on "MSc Public Management, Social Policy Division "
<b>Institution</b>	National and Kapodistrian University of Athens School of Health Faculty of Nursing
<b>Date</b>	1989 - 1990
<b>Degree(s) or Diploma(s) obtained</b>	<b>Erasmus Diploma</b> on "Social Security in the European Community"
<b>Institution</b>	National and Kapodistrian University of Athens School of Health Faculty of Nursing
<b>Date</b>	1991-1995 (1994 Erasmus student- Middlesex University London)
<b>Degree(s) or Diploma(s) obtained</b>	Nursing

PERSONAL SKILLS

Mother tongue(s) **Greek**

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user **Common European Framework of Reference for Languages**

**Communication skills** Excellent communication skills gained through my experience as an international consultant and an academic teacher

**Organisational / managerial skills** Chair in Department of Business Administration Athens University of Applied Sciences, Director of the Division Social Policy Business Administration Department University of West Attica, Founding member of the "Social Administration Research Lab - SARL"

**Job-related skills**

- Project Management
- Consultancy, Primary health care, Chronic Care Management, Total Quality Management Health care management, Social policy, social care organisation

DIGITAL COMPETENCE SELF-ASSESSMENT

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

Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Excellent use of Windows and MS Office tools (MS Word, MS Excel/ PowerPoint) and SPSS

**Driving licence** B

ADDITIONAL INFORMATION
 

---

## 1. ACADEMIC AND TEACHING EXPERIENCE

- ❑ May - June 2001: Mission in the Siberia (IRKUTSK) under the aegis of European Union (Program of European Union TEMPUS JEP 10412-98) for the education of doctors on issues administration and organisation of Hospital units and systems of health in the frames of inter-university Collaboration of **National and Kapodistrian University Athens with the Universities East Anglia University (Cambridge) and Moscow University.**
- ❑ **2008-today:** Tutor in the **National Centre of Public Administration and Local Government** – training to senior civil servants (Branch: Health Management, Primary Health Care Organisation, Health Economics)
- ❑ **2005-2009:** Research- teaching Fellow in the **Athens University of Applied Sciences** (Department of Health & Welfare Administration – Branch: International and comparative social security and welfare policies)
- ❑ **2008-today:** Tutor in the Postgraduate programmes Medicine School-**National and Kapodistrian University Athens** (Health Economics, Health Management-Organisation)
- ❑ **2018-today:** Visiting Professor **Leeds Beckett University Business Administration department**
- ❑ **2009-2013:** Assistant Professor of Health Management - Department of Health & Welfare Administration (School of Administration and Finance, **Athens University of Applied Sciences**)
- ❑ **2013-2017:** Associate Professor of Health Management - Department of Business Administration (School of Administration and Finance, **Athens University of Applied Sciences**)
- ❑ **2015-2018:** Founding member of the “*Social Innovation Research Laboratory*”, Unit of Health and Welfare Management - Department of Business Administration (School of Administration and Finance, **Athens University of Applied Sciences**)
- ❑ **2017-2018:** Professor of Health Management - Department of Business Administration (School of Administration and Finance, **Athens University of Applied Sciences**)
- ❑ **2018-today:** Professor of Health Management, Social Policy Division - Department of Business Administration (**University of West Attica**)
- ❑ **2019-today:** Founding member of the “*Social Administration Research Lab - SARL*”, Social Policy Unit - Department of Business Administration (**University of West Attica**)

## 2. RESEARCH AND CONSULTANCY

2014-2015\_Central Support Mechanism of the development and promotion of Social Cooperative Enterprises TEI of Athens, European Social Fund (E.S.F) *Ministry of Labour and Social Insurance* Consultant

2014-2015 Subsidy of EKKE for the Development and Dissemination of Corporate Social Responsibility activities in the Athens Municipality European Social Fund (E.S.F) and *Social City of Athens* Consultant

2012-2015 Methodology of Primary Health Care Services evaluation in local community and creation of a standard information procedure document European Social Fund (E.S.F) Ministry of Education, Lifelong Learning and Religious Affairs Project Manager

2011-2013 Development of a Total Quality Model in the Health Education concerning Cancer rehabilitation and palliative care European Social Fund (E.S.F) and Ministry for Health and Social Solidarity Project Manager

2012-2015 "Educational Actions Counseling for Social Economy» Project Manager. Deliverables: Market Research, Training needs Analysis, counseling, Summer School, TEI of Ionian Islands, European Social Fund (ESF) and the Ministry of Education Lifelong Learning and Religious Affairs Project Manager

2011-2013 Implementation of Total Quality management system in 8 Hospitals in Greece European Social Fund (E.S.F) and Ministry for Health and Social Solidarity Consultant

2008-2009 Demographical Policy Establishment and trace new areas of intervention with policies and families emphasized. Social Welfare Services of the Ministry of Labor and Social Insurance Republic of Cyprus Consultant

2008 Role of Local Authorities in the promotion of care policies for the reconciliation of professional and family life in Cyprus Social Welfare Services of the Ministry of Labor and Social Insurance Republic of Cyprus Consultant

2006-2007 European Union Initiative Equal: Investigation of human resource educational needs in Social Economy field, Creating executives' professional profile, Designing a pilot programme of training and creating educational standards, Designing a Qualification Certification System Consultant

2007 Evaluation of Preventive Services for Family and Children Social Welfare Services of the Ministry of Labor and Social Insurance Republic of Cyprus Consultant

2007 Geographical distribution of Social services in Cyprus Social Welfare Services of the Ministry of Labor and Social Insurance Republic of Cyprus Consultant

2006 Opinions and the status of the Voluntary institutes in Cyprus Social Welfare Services of the Ministry of Labor and Social Insurance Republic of Cyprus Consultant

2006 Business Plan of Developing a Primary Social Care Net. Greece Consultant

2005-2008 Measure 1.4: Synergy of Public Health Services and Promotion of Socially Disadvantaged Persons Health Consultant

2003-2005 Training Needs Analysis for health workers for the Ministry of Health and Social Solidarity Project Manager

2004 Patients satisfaction in Aglaia Kyriakou Paediatric hospital (Attika Athens Greece) Project Manager

2003-2004 Business Plan of the Thriasio Hospital (Attika Athens Greece) Project Manager

2002-2002 Business Plan of the Pammakaristos Hospital (Attika Athens Greece) Project Manager

2000-2001 Study: "Quality of life patients with patients with hepatitis C" a pharmaco-economical study of Pharmaceutical Company Schering Plough and Institute of Political Economic and Social Science Research coordinator

1999 Study "Quality " of Insurance company Interamerican and Institute of Political Economic and Social Science 1999 Project leader in a study "Health surveys questionnaires" of Insurance company Interamerican and Institute of Political Economic and Social Science Research coordinator

1998-1999 Pharmaco-economical study "Comparison of Peripheral and General Anesthesia" of Pharmaceutical Company ASTRA HELLAS and University of Athens Research coordinator

### 3. PUBLICATIONS

Pierrakos G, et al. Opinion of citizens in Primary Health Care management and offered services by Local Authorities. *International Journal of Strategic Innovative Marketing* 2017 Volume 04 Issue 03

Pierrakos G, et al. A prospective evaluation of health-related quality of life of cancer patients receiving day and home care services in Greece 5th International Conference on Strategic Innovative Marketing June 2017 Springer Proceedings in Business and Economics book series (SPBE) pp 159-164

Pierrakos George, Platis Charalampos, and Iracleous P. Dimitrios Design and implementation of monitoring and evaluation of health care system: The paradigm of primary health care services users in Greece AIP Conference Proceedings 2017 Volume 1872, Issue 1 <http://dx.doi.org/10.1063/1.4996684>

Goula A, Pierrakos G et al. Development and validation of a patient satisfaction questionnaire in primary health care. In press, *Archives of Hellenic Medicine* (accepted)

Pierrakos G et al. Health Professionals' continuing training needs for improving Home Care Services. *International Journal of Strategic Innovative Marketing* 2016; 03 (01)

Pierrakos G., Latsou D., Goula A., Stamouli M., Dimakou S., Yfantopoulos J. Comparative analysis of outpatient satisfaction and willingness to pay: A contingent study *Arch Hellen Med*, 32(5), September-October 2015, 629-635

- Pierrakos G, Balourdos D, Soulis S, Sarris M, Pateras J, Skolarikos P, Farfaras A.. Comparative Analysis and Evaluation of the Effectiveness of Demographic Policies in EU Countries (2009-2010) *World Health & Population*, 15(1) January 2014: 31-43
- Sotiris Soulis, Marcos Sarris, George Pierrakos, Aspasia Goula, George Koutitsas, Vasiliki Gkioka Chapter 25 – Public Health Policies in European Union: An Innovation Strategy—Horizon 2020 in *Cord Blood Stem Cells and Regenerative Medicine* Edited by: Catherine Stavropoulos-Giokas, Dominique Charron and Cristina Navarrete 2015 ISBN: 978-0-12-407785-0
- Giovanis A, Pierrakos G Symmetric and asymmetric effects of primary healthcare attributes on patient satisfaction: Do they vary across patients? *The Marketing Review's special issue on 'Contemporary Marketing Trends Across the Euro-Mediterranean Region'* 14(4) 2015
- Giovanis Ap, Pierrakos G., Kyriakidou N., Yfantopoulos J., Goula As., Latsou D., Tomaras P., Sarris M., Service Quality Asymmetric Effect on Patient Satisfaction for Primary Healthcare Services 7th Annual Conference of the EuroMed Academy of Business September 18-19, 2014 Kristiansand, Norway pp . 669-682
- A. Goula, B. Kefis, A. Stamouli, G. Pierrakos, M. Sarris Investigation of the organizational culture of general public hospitals *Archives of Hellenic Medicine* 2014, 31(4):452–460
- Farfaras Ath., Pierrakos G., Pateras I., Skolarikos P., Wen Shi-Wu, Sarris M. Endometriosis: does surgery offer long-term improvement in quality of life? *Journal of Endometriosis* Vol. 6 Issue 2 Apr-Jun 2014 pp. 67 - 119
- Latsou D., Pierrakos G., Yfantopoulos N., Yfantopoulos J. Health-related quality of life of people with mobility limitations using wheelchairs in Greece *Archives of Hellenic Medicine* 2014, 31(5):591–598
- Pierrakos G., Kyriakidou N., Yfantopoulos J., Goula Asp. Dimitra L., Sarris M. Primary Health Care Services Evaluation in Greece *6th Annual EuroMed Conference* 2013 (paper)
- Pierrakos G., M. Sarris, S. Soulis, A. Goula, D. Latsou, I. Pateras, K. Vourliotou, P. Giannoulatos Comparative analysis of two studies of outpatient satisfaction in primary medical care *Archives of Hellenic Medicine* 2013, 30(3):316-324
- Pierrakos G., A. Kalokerinou, T. Adamikidou, J. Nikolados, A. Goula, D. Latsou, K. Vourliotou, M. Sarris Pain Clinics Operation Evaluation in Greek National Health System *hellenic journal of nurs inG* 2013, 52 (1): 81-92
- Pierrakos G., I. Pateras, A. Farfaras, M. Sarris, S. Soulis, I. Nikolados, G. Papastratis, C. Simopoulos, Quality of life in patients after laparoscopic repair of inguinal hernia *Archives of Hellenic Medicine* 2012 29(3):325-330
- Pierrakos G., E. Michopoylou, I Kondili, A. Ganas, M. Sarris Health Related Quality of Life of Smokers And Non-Smokers *Nosileftiki Journal* 2011, 50(2): 203–213
- Pierrakos G. D. Balourdos, M. Sarris, S. Soulis, G. Dimas, A. Goula Title: Comparative Analysis and Evaluation of Policies on Fertility and Strengthening the Family Operations Special Edition 21o Conference E.E.E paper Σ1.3 2011
- Pierrakos G., I. Pateras, V. Tzilalis, M. Lazari des, C. Simopoulos, V. Katsikas, M. Sarris, J. Yfantopoulos Comparison of the quality of life of patients with endovascular (EVAR) and open abdominal aortic aneurysm repair *Archives of Hellenic Medicine* 2010, 27(6):918-923
- G. A. Dimas, A. Goula, G. Pierrakos Quality Issues in Higher Education: A Multicriteria Framework of Satisfaction Measures *Creative Education* 2011. Vol.2, No.3, 305-312
- G. Pierrakos, P. Tomaras The Role of Patient Satisfaction in the Development of Health Care Services Marketing *Nosileftiki* 2009, 48(1): 104–113
- G Dimas, A. Goula, G. Pierrakos Measurement of patient satisfaction using the Hierarchical Methodology Special Edition 21o Conference E.E.E. Vol A'2009
- A. Speteis, G. Pierrakos, A. Goula Economic assessment of policies on Environmental Management in hospitals Operations Special Edition 21o Conference E.E.E. Vol B' 2009
- Papagiannopoulou, G. Pierrakos, M. Sarris, J. Yfantopoulos Measuring satisfaction with health care services in an Athens pediatric hospital V. University of Athens, Athens, Technological Institute of Athens, Athens, Greece *Archives of Hellenic Medicine* 2008, 25(1):73–81

- Pierrakos G, Papagiannopoulou V, Pierrakos C, Yfantopoulos Health-Related Quality of Life of Patients with rheumatoid arthritis treated with Anti-Tnf $\alpha$  factor and Dmards J. Armed Forces Medical review pp. 151 -158 vol 40 (5-6) 2006
- George Pierrakos, Markos Sarris, Gabriel Amitsis, John Kyriopoulos, Sotiris Soulis Training needs and vocational training of human resource in health Nosileftiki Journal V 45 (4) p543-551 October December 2006
- Markos Sarris, George Pierrakos, Gabriel Amitsis, John Kyriopoulos, Sotiris Soulis Evaluation of lifelong vocational training centers in health sector (Greece) Nosileftiki Journal V 45 (1) p543-551 January March 2006
- N. Polyzos, D. Bartsokas, G. Pierrakos J. Yfantopoulos, Comparative analysis of patients health satisfaction in two hospitals of Attica (Greece Athens) The Archives of Hellenic Medicine March April, Vol 22, no 3, 284-295 2005
- T. Spyridakos G. Pierrakos, V. Metaxas, S. Logotheti Supporting the management of measurement network with an Expert System: The NEMO system Technological Education Institute of Piraeus School Management and Economy Department of Business Administration March 2005
- G. Pierrakos, I. Yfantopoulos, N. Polyzos, D. Mpartsokas, V. Mougia Survey of personnel satisfaction in two hospital of Attica (Greece) Nosileftiki Journal V 44 p98-106 January March 2005
- Ch. Costopoulos, N. Carapostoli, N. Polyzos V, Bardis, D. Mpartsokas, G. Pierrakos, I. Tsegos Cost benefit analysis of a psychotherapeutic day care unit Greek Psychiatric Institution V14: 2 2003
- G. Pierrakos Treatment Cost of the ulcer in the leg of a diabetic patient Nosileutiki Journal June July 2002
- J. Yfantopoulos, G. Pierrakos V. Zanakis A Comparative study of the quality of life patients with patients with hepatitis C The Archives of Hellenic Medicine May June 2001, Vol 18 no2
- J. Yfantopoulos, G. Pierrakos Quality of life of HCV Patients Special Edition 7th Hepatologic Conference 2001
- Pierrakos G. Chronic Care Administration Models in Local Community Papazisis 2013
- Pierrakos G. Primary Health Care and Local community Papazisis 2008
- M.Sarris, S. Soulis, G. Pierrakos "Social Care Services in the Welfare State in Cyprus. Social Welfare Services of the Ministry of Labour and Social Insurance Cyprus 2008
- M.Sarris, S. Soulis, G. Pierrakos Role of Local Authorities in the promotion of care policies for the reconciliation of professional and family life. Social Welfare Services of the Ministry of Labour and Social Insurance Cyprus 2008.