

# UCSF PSORIASIS AND SKIN TREATMENT CENTER

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Magnet Journey

Margareth V. Jose, RN, BSN, NM-BC

June 2017

# UCSF PSORIASIS AND SKIN TREATMENT CENTER

## I. ORGANIZATIONAL OVERVIEW

- Started in 1975 with a small group of one attending MD, two RNs, and one Administrative Assistant.
  - Team membership slowly grew, and as of 2017, we have six attending MDs, two MD fellows, ten RNs, six Administrative Assistants, and four Medical Assistants.
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We are members of the  
UCSF Department of Dermatology



(group shot of our team taken Halloween 2016)

UCSF Psoriasis Center RNs are trained in  
Phototherapy, Goeckerman Day Care, & XTRAC Laser.

# WHAT IS PHOTOTHERAPY?

## WHAT IS GOECKERMAN DAY CARE?

## WHAT IS XTRAC LASER?

Phototherapy is also known as light therapy. Phototherapy involves exposing the skin to ultraviolet light on a regular basis. Depending on the patient's condition, Narrowband Ultraviolet B, Broadband Ultraviolet B, or Ultraviolet A light may be prescribed. Patients usually receive phototherapy 2-3x/week as light exposure slows down the growth of affected skin cells.

Goeckerman Day Care is a regimen using a combination of crude coal tar (CCT) and artificial ultraviolet radiation to treat dermatological skin conditions such as plaque psoriasis and prurigo nodularis. Patients stay sealed in CCT for at least 4 hours a day for a regimen of thirty days.

XTRAC Laser is a precise, targeted delivery system of 308nm Narrowband UVB light. Healthy tissue is largely unaffected, and only targeted skin areas are exposed. Spot size is 2cm x 2 cm. XTRAC laser is capable of delivering high doses of UVB to promote quick symptom resolution.

# UCSF PSORIASIS AND SKIN TREATMENT CENTER THEN AND NOW

## THEN

- 1 attending MD
- 2 RNs
- 1 Administrative Assistant
- 1 UVB light box (UVB only)
- 20 patients served daily
- Laser treatments unavailable
- Limited resources for research

## NOW

- 6 attending MDS
- 10 RNs
- 6 Administrative Assistants
- 7 light boxes (UVB and UVA)
- 120 patients served daily
- XTRAC Laser treatments available
- Active research on biologic medications are conducted by medical students, fellows, and attending MDS

# Goals:

The goals of the UCSF Psoriasis and Skin Treatment Center are:

- To deliver outstanding individualized dermatological care to patients and families.
- To understand and appreciate the unique needs of this specific dermatological population we serve.
- To educate patients/families on photo-responsive therapies and psychosocial aspects of the disease in 100% of patients.
- To create an environment that fosters learning for all whom we serve: patients, registered nurses, faculty, residents, medical students, and staff.
- To support research and help find new treatments to promote and enhance the health of our patients.



# TEAM MEMBERS OF THE UCSF PSORIASIS AND SKIN TREATMENT CENTER

Physicians and Fellows



All Staff



# REGISTERED NURSES OF THE UCSF PSORIASIS AND SKIN TREATMENT CENTER

Career RNs

Per Diem RNs





# UCSF PSORIASIS AND SKIN TREATMENT CENTER

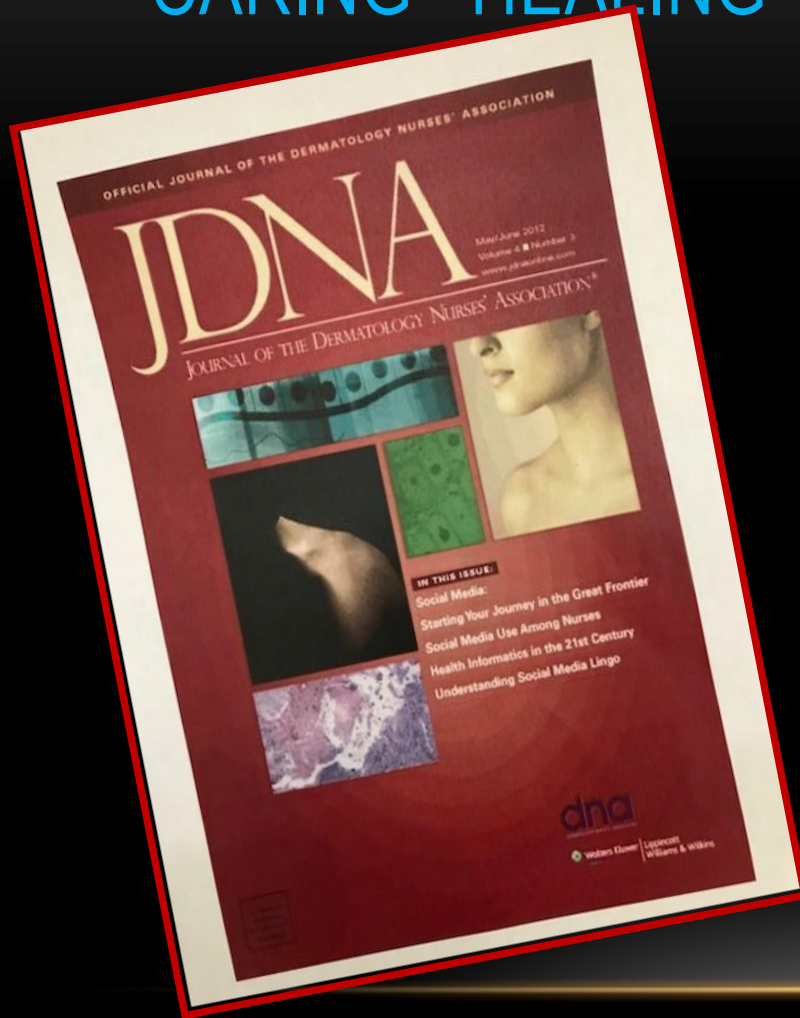
## II. TRANSFORMATIONAL LEADERSHIP

- MISSION: Caring, Healing, Teaching, and Discovering
- VISION: To be the best provider of health care services, the best place to work, and the best environment for teaching and research.
- CORE VALUES are represented by the acronym PRIDE:
  - Professionalism
  - Respect
  - Integrity
  - Diversity
  - Excellence





# TRANSFORMATIONAL LEADERSHIP: CARING –HEALING- TEACHING -DISCOVERING



The Journal of the Dermatology Nurses' Association (JDNA) provide teaching, research, and guidance for care of the dermatological patient. RNs Ada Endress, Sarah Hulse, and Margie Jose are all members of the Dermatology Nurses' Association (DNA).



# TRANSFORMATIONAL LEADERSHIP: CARING –HEALING- TEACHING -DISCOVERING



Dr. John Koo, a world-renowned dermatologist, continues to educate our staff on dermatological diseases and cutting edge therapies.



# TRANSFORMATIONAL LEADERSHIP: CARING –HEALING- TEACHING -DISCOVERING



Dr. Wilson Liao  
Director &  
Dr. Tina Bhutani  
Co-Director of the  
UCSF Psoriasis  
and Skin  
Treatment Center  
fosters continued  
learning by  
providing monthly  
in-services for  
RNs.



# TRANSFORMATIONAL LEADERSHIP'S CORE VALUES: PRIDE

- Professionalism
- Respect
- Integrity
- Diversity
- Excellence



M. Jose, RN with UCSF CEO  
Mark Laret.

In 2015, 2 members from the  
**Department of Dermatology**  
received **PRIDE** Awards:  
**Margareth V. Jose, RN, NM** of UCSF  
Psoriasis and Skin Treatment Center,  
and **Dr. Bruce Wintroub, MD**  
Department Chair.

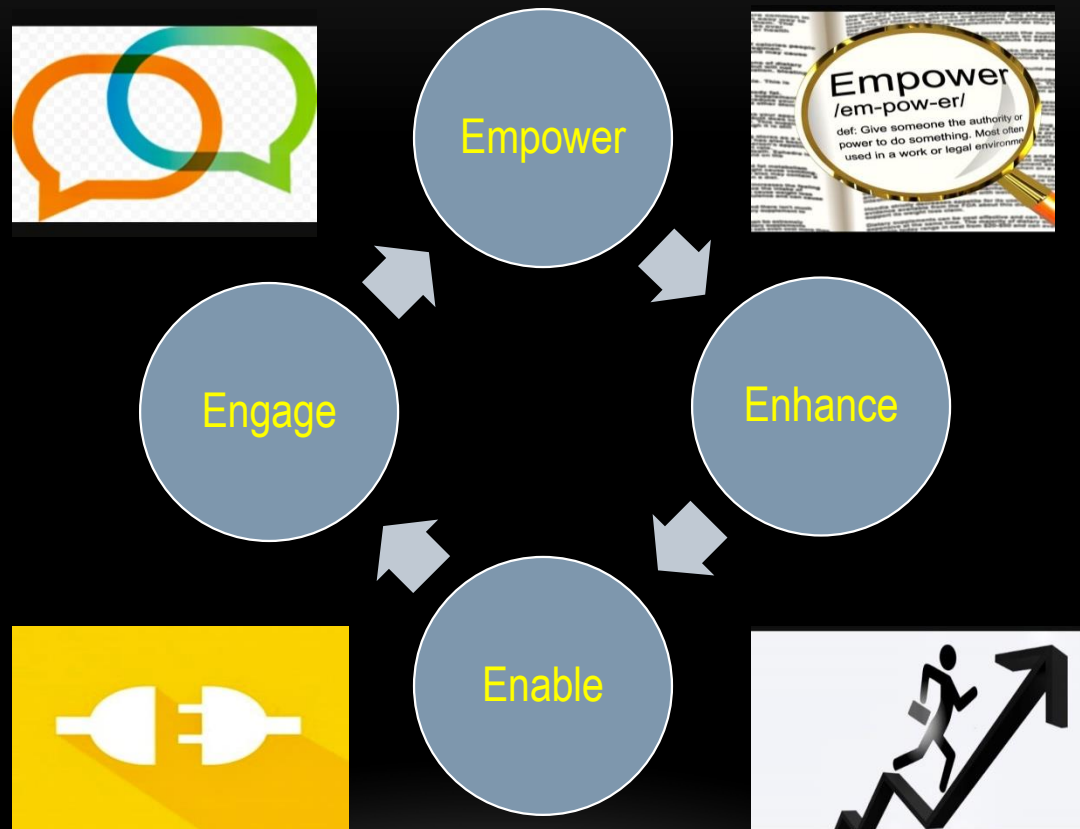


M. Jose, RN with Dr. Wilson Liao, Medical Director  
of UCSF Psoriasis and Skin Treatment Center and  
Department Chair Dr. Bruce Wintroub, MD.



# UCSF PSORIASIS AND SKIN TREATMENT CENTER

## III. STRUCTURAL EMPOWERMENT



Engage Staff engagement is encouraged in all aspects of care. RN Feedback is valued as we continue to strive for nursing excellence in patient care.



Enable Nurses communicate via e-mail, text, and face to face. Shared governance give staff nurses a voice in decision-making.



## STRUCTURAL EMPOWERMENT



Empower Nurses are empowered to voice their opinions, identify areas for growth, and propose solutions.



Enhance Continued learning is enhanced by monthly in-services, journal articles, and research. Information is shared via informal and formal meetings.





## Empowerment in Community Service

Sarah Hulse, RN does community service through her church. Sarah volunteers in Free Adventist Healthcare.

Margie Jose, RN together with other team members from UCSF Dermatology, volunteer at SF Marin Food Bank.



# EMPOWERMENT IN DERMATOLOGY COMMUNITY SERVICE

Aside from [Camp Wonder](#) mentioned earlier, some team members of the UCSF Psoriasis and Skin Treatment Center also participate in the [Walk to Cure Psoriasis](#), an annual event sponsored by the [National Psoriasis Foundation](#) (also known as [NPF](#)).



Margie Jose, RN has been the recipient of the *Making a Difference Award* for her continued dedication and leadership for [NPF's Walk to Cure Psoriasis](#).

# EMPOWERMENT IN DERMATOLOGY COMMUNITY SERVICE

- Another charity initiative is to successfully bring phototherapy to Moi University in Kenya. This Partnership with Kenya Project started in 2016, and is ongoing.

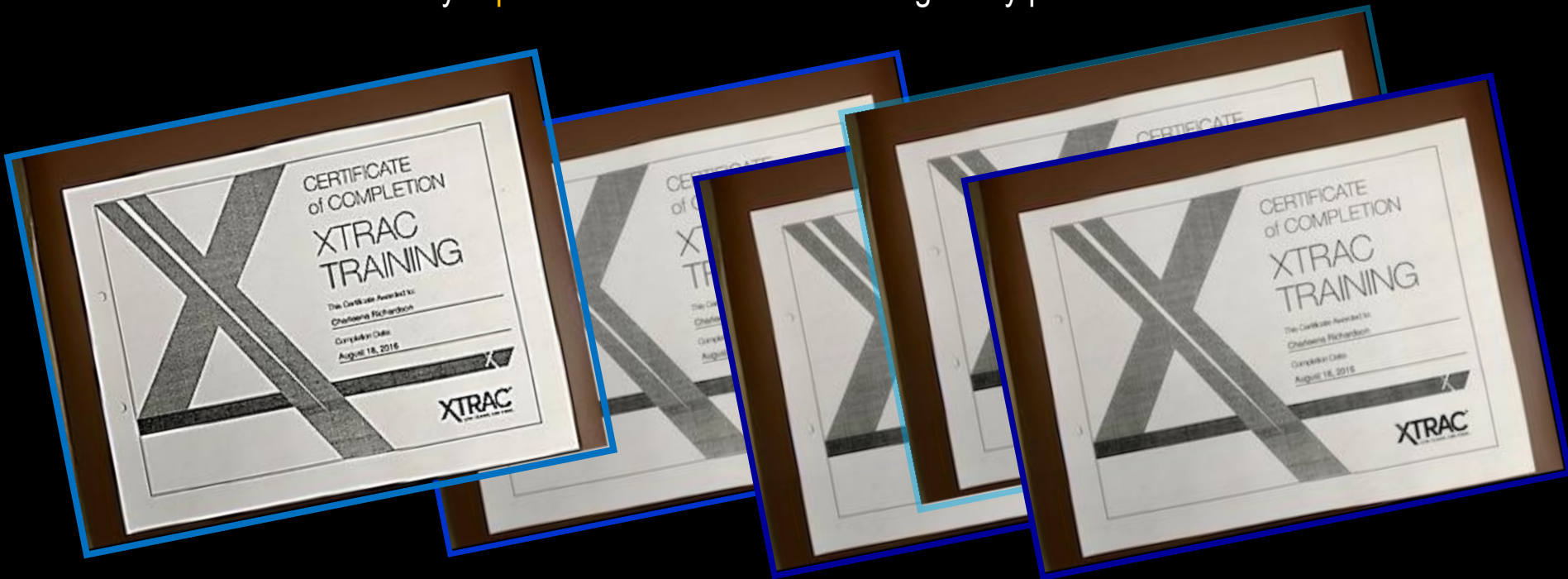


In an effort to raise funds for our Partnership with Kenya Project, we hosted a bar tending night. RNs Toni Tran, Radany Inthirath, and Margie Jose all participated. RN Susan McManus is featured in *Isabel's Journey: Healing Skin Disease in Kenya* flyer.

# UCSF PSORIASIS AND SKIN TREATMENT CENTER IV. EXEMPLARY PROFESSIONAL PRACTICE

**Exemplary Professional Practice** is demonstrated at the UCSF Psoriasis and Skin Treatment Center by promoting a culture of **safety, quality monitoring, and continuous improvement**.

**SAFETY** is enforced via safety education. RNs at the UCSF Psoriasis and Skin Treatment Center undergo RN-to-RN training, and specialized treatments given (i.e. XTRAC Laser) are administered by XTRAC-trained and **XTRAC-certified RNs**. Patient safety is also achieved by **2-patient identifier checks** during every patient interaction.



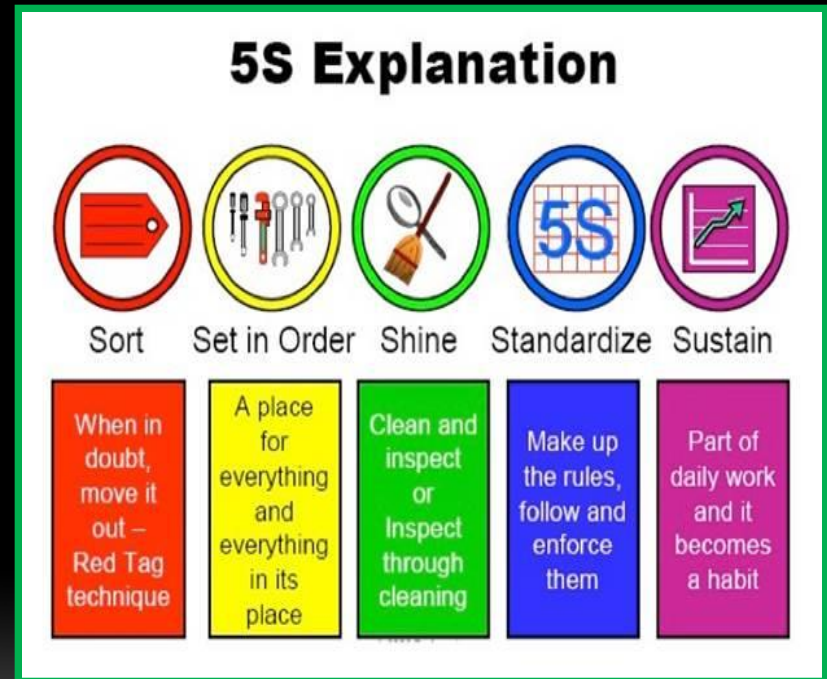
# EXEMPLARY PROFESSIONAL PRACTICE



QUALITY MONITORING is achieved by chart audits and monthly patient survey satisfaction scores.

CONTINUOUS IMPROVEMENT is our goal as we assess patient, administrative, and staff feedback.

The Japanese 5S system has been adopted at the UCSF Psoriasis and Skin Treatment Center to make marked improvements as efficiently and as safely as possible.



# EXEMPLARY PROFESSIONAL PRACTICE: CARE COORDINATION

- It is not unusual for some of our patients who “graduate” from the 30-day Goeckerman Program to be admitted to our outpatient Phototherapy schedule. In this case, Care Coordination is achieved by RN-to-RN reports to ensure that exemplary patient care is delivered.



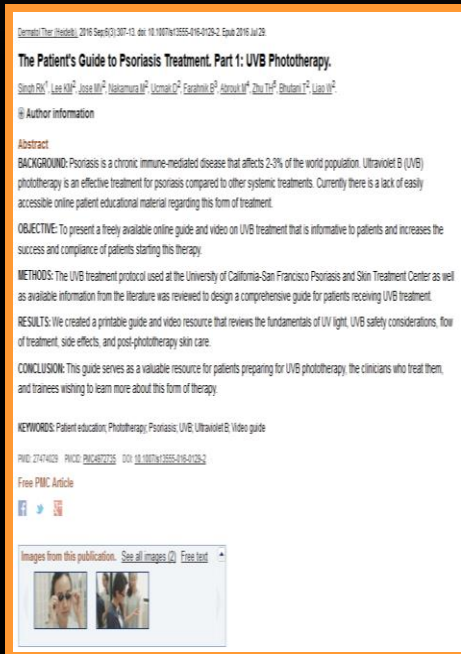
RNs Lynn Sablan-Ard and Ada Endress are featured here.

# UCSF PSORIASIS AND SKIN TREATMENT CENTER

## V. NEW KNOWLEDGE, INNOVATIONS, IMPROVEMENTS

UCSF RNs have been involved in 4 teaching videos with manuscripts relating to phototherapy, biologic injections, and Goeckerman Day Care. All 4 manuscripts have been published in PubMed US National Library of Medicine for the National Institutes of Health.

In Part 1: UVB Therapy, M. Jose, RN is a co-author along with UCSF students and MDs. UCSF Phototherapy RN consultants credited for this work are: Mark Boldman RN (retired), Louise Crotwell RN, Renee Dalovisio RN (retired), and Margareth Jose RN.



Phototherapy Consultants  
Mark Boldman, RN  
Louise Crotwell, RN  
Renee Dalovisio, RN  
Margareth Jose, RN

Video by  
Tim Sarmiento

Special Thanks  
Tina Bhutani, MD  
Wilson Liao, MD

# UCSF PSORIASIS AND SKIN TREATMENT CENTER

## V. NEW KNOWLEDGE, INNOVATIONS, IMPROVEMENTS

In Part 2: PUVA Therapy, R. Dalovisio (retired RN) and M. Jose, RN are co-authors along with other UCSF students and MDs. UCSF Phototherapy RN consultants credited for this work are: Mark Boldman RN (retired), Louise Crotwell RN, Renee Dalovisio RN (retired), and Margareth Jose RN.

Journal Pre-proof

### The Patient's Guide to Psoriasis Treatment. Part 2: PUVA Phototherapy.

Farahmandi S, Sakamuru M, Smith RW, Arnold M, Zhu T, Lee H, Jose M, Calabrese J, Cox P, Braden T, Lee J

© Author information

#### Abstract

**BACKGROUND:** PUVA treatment is photochemotherapy for psoriasis that combines psoralen with UVA radiation. Although PUVA is a very effective treatment option for psoriasis, there is an absence of patient resources explaining and demonstrating the process of PUVA. Studies have shown that patients who viewed videos explaining the treatment procedures for various medical conditions had a greater understanding of their treatment and were more active participants in their health.

**OBJECTIVE:** To present a freely available online guide and video on PUVA treatment designed for patient education on PUVA.

**METHODS:** The PUVA treatment protocol used at the University of California-San Francisco Psoriasis and Skin Treatment Center as well as available information from the literature was reviewed to design a comprehensive guide for patients receiving PUVA treatment.

**RESULTS:** We created a printable guide and video resource that reviews the benefits and risks of PUVA, discusses the three types of PUVA (hand-foot soak, full body soak, and systemic), demonstrates the PUVA process, and provides practical tips for safe use.

**CONCLUSION:** Online media and video delivers material in a way that is flexible and often familiar to patients. This new format is beneficial for prospective patients planning to undergo PUVA treatment, health-care providers, and trainees who want to learn more about this treatment.

**KEYWORDS:** Guide, Orosoral® PUVA, Patient education, Phototherapy, Psoriasis, UVA, UltravioletA

PMID: 27474320 | PICO: 280427236 | DOI: 10.1007/s12575-016-0136-4

Free PMC Article



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# UCSF PSORIASIS AND SKIN TREATMENT CENTER

## V. NEW KNOWLEDGE, INNOVATIONS, IMPROVEMENTS

In Part 3: Biologic Injectables, M. Jose, RN is a co-author along with other UCSF students and MDs. UCSF Phototherapy RN consultants credited for this work are: Mark Boldman RN (retired), and Margareth Jose RN.



Dermaphin Ther. (MedRxiv). 2016 Sep 30; 2016.09.30.11007613555-016-4131-8. Epub 2016 Jul 28.

**The Patient's Guide to Psoriasis Treatment. Part 3: Biologic Injectables.**

Abrouk M<sup>1</sup>, Nakamura M<sup>2</sup>, Zhu T<sup>1,3</sup>, Farahnik B<sup>4</sup>, Singh RK<sup>5</sup>, Lee KH<sup>6</sup>, Jose M<sup>7</sup>, Kim J<sup>8</sup>, Bhutani T<sup>9</sup>, Liao W<sup>10</sup>.

@ Author information

**Abstract**

**BACKGROUND:** An increasing number of injectable biologics are now available for the treatment of psoriasis. However, for individuals who have never received this therapy, the process of performing a self-injection can be daunting. There is lack of patient educational material on how to perform and optimize this treatment.

**OBJECTIVE:** The objective of this study is to present a freely available online guide and video on biologic injections that is informative to patients and increases the success and compliance of patients starting this therapy.

**METHODS:** The self-injection technique taught at the University of California-San Francisco Psoriasis and Skin Treatment Center as well as available information from the literature were reviewed to design a practical guide for patients receiving biologic injections.

**RESULTS:** We created a printable guide and video resource that describes how to improve the injection process, pain management, travel planning, and common concerns with biologic injectables.

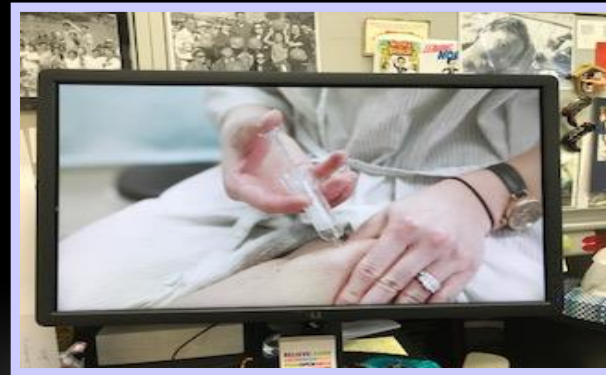
**CONCLUSION:** This guide is beneficial for patients who wish to improve their experience with biologic self-injections, for healthcare providers who prescribe these treatments, and for trainees learning about this modality.

**KEYWORDS:** Adalimumab; Biologic agents; Biologics; Etanercept; ixekizumab; Patient education; Psoriasis; Secukinumab; Ustekinumab; Video guide

PMCID: 2747401 | PMID: 26897292 | DOI: 10.1007/s13555-016-1133-8

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Written and Narrated by  
Michael Abrouk

Biologics Treatment Consultants  
Mark Boldman, RN  
Margareth Jose, RN

Video by  
Tim Sarmiento

Special Thanks  
Tina Bhutani, MD  
Wilson Liao, MD  
Mio Nakamura, MD

# UCSF PSORIASIS AND SKIN TREATMENT CENTER

## V. NEW KNOWLEDGE, INNOVATIONS, IMPROVEMENTS

Domain: Therapeutics; 2018 Sep 6(3):203-8. doi: 10.1007/s12229-018-4102-7. Epub 2018 Jun 28.

### The Patient's Guide to Psoriasis Treatment. Part 4: Goeckerman Therapy.

Thea Tsai<sup>1</sup>, Susumanee P. Parvathi<sup>2</sup>, Arman H. Arman<sup>3</sup>, Sarah Hulse<sup>4</sup>, Lisa Koo<sup>5</sup>, Susan McManus<sup>6</sup>, John Koo<sup>7</sup>, Wilson Liao<sup>8</sup>, David Morino<sup>9</sup>, Mio Nakamura<sup>10</sup>

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**Abstract**

**BACKGROUND:** The Goeckerman regimen remains one of the oldest, most reliable treatment options for patients with moderate to severe psoriasis. Goeckerman therapy currently consists of exposure to ultraviolet B light and application of crude coal tar. The details of the procedure can be confusing and challenging to understand for the first-time patient or provider.

**OBJECTIVE:** To present a freely available online guide and video on Goeckerman treatment that explains the regimen in a patient-oriented manner.

**METHODS:** The Goeckerman protocol used at the University of California-San Francisco Psoriasis and Skin Treatment Center as well as available information from the literature were reviewed to design a comprehensive guide for patients receiving Goeckerman treatment.

**RESULTS:** We created a printable guide and video resource that covers the supplies needed for Goeckerman regimen, the treatment procedure, expected results, how to monitor for adverse events, and discharge planning.

**CONCLUSION:** This new resource is beneficial for prospective patients planning to undergo Goeckerman treatment, healthcare providers, and trainees who want to learn more about this procedure. Online media and video delivers material in a way that is feasible and often familiar to patients.

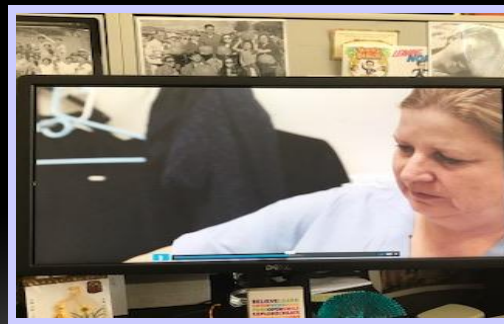
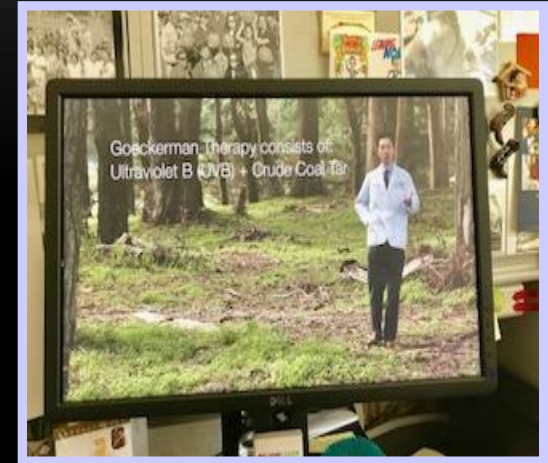
**KEYWORDS:** Goeckerman therapy; Patient education; Psoriasis; Tar; Video guide

PMID: 30474602. PMCID: PMC6245709. DOI: 10.1007/s12229-018-4102-7

Free PMC Article

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In Part 4: Goeckerman Therapy, S. Hulse, RN, BSN is a co-author along with other UCSF Phototherapy RN consultant credited for this work is: Sarah Hulse, RN. Susan McManus, RN, MSN also participated in this video.



Written and Narrated by  
Henry Zhu

Goeckerman Therapy Consultant  
Sarah Hulse, RN, BSN

Video by  
Tim Sarmiento

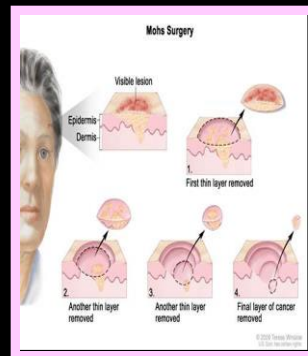
Special Thanks To  
Tina Bhutani, MD  
Greg Inting  
John Koo, MD  
Wilson Liao, MD  
Susan McManus, RN  
David Morino  
Mio Nakamura, MD

# UCSF PSORIASIS AND SKIN TREATMENT CENTER

## V. NEW KNOWLEDGE, INNOVATIONS, IMPROVEMENTS

### MOHS Surgery Clinic

- Toni Tran, RN, MSN © has been assisting in Mohs Micrographic Surgery at UCSF Dermatology Mount Zion.

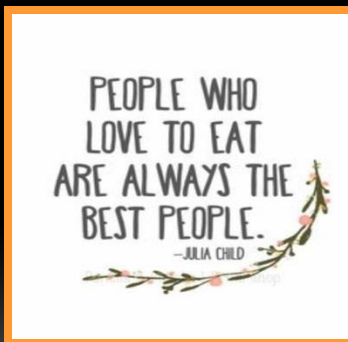


### Ulcer Clinic

- In July 2017, we anticipate Lynn Sablan-Ard, RN, BSN © to assist in Ulcer Clinic at UCSF Dermatology Mount Zion.



# ...AND THE JOURNEY CONTINUES...





**A CHAMPION TEAM  
WILL ALWAYS BEAT  
A TEAM OF  
CHAMPIONS.**



It is our pleasure to share our **journey** with you!

Thank you!