

## Message from the CEO

Welcome to The Skin Hospital's first patient newsletter of 2024!

In this issue, we cover a wide range of updates on industry events, our dermatologists, clinical trials, and research. Importantly, we also feature results from our recent Patient Experience Survey, National Safety and Quality in Health Service Standards Accreditation, Clinical Governance Audit and benchmarking. At The Skin Hospital we work to deliver the highest level of patient care, which is always foremost in our minds. We look forward to welcoming you to The Skin Hospital again.

Linda



## Clinical trials

At The Skin Hospital, ongoing clinical trials continue to advance dermatological research and treatment options. These trials aim to address various skin conditions, from common disorders to rare diseases. The research team collaborates with pharmaceutical partners and utilises cutting-edge technologies to explore innovative therapeutic approaches.

Recent updates highlight significant progress in understanding the underlying mechanisms of skin disorders, paving the way for targeted and personalised interventions. Promising outcomes in phase trials suggest potential breakthroughs for conditions such as atopic dermatitis, psoriasis and eczema. Patient

participation remains a crucial element, emphasising the hospital's commitment to patient-centric research.

The Skin Hospital's dedication to staying at the forefront of dermatological advancements is evident in its proactive approach to integrating the latest scientific findings into clinical practice. Regular updates and communication channels ensure transparency with both the medical community and the general public. These efforts collectively contribute to shaping the future landscape of dermatological care, with the ultimate goal of improving patients' quality of life.

## Dr John Frew appointed as new Director of Research

The Skin Hospital is delighted to share that Dr John Frew (MBBS MMed MS PhD FACD) joined the team in February as the new Director of Research. In this role, Dr Frew will lead The Skin Hospital's Research and Clinical Trials team.

Linda Smith, CEO at The Skin Hospital said, "We are thrilled to have Dr John Frew join our team. His prominent reputation and vast experience in medical research will be a key asset at The Skin Hospital as we strive forward to be a global leader in dermatology translational research.

"At The Skin Hospital, advancing the treatments and cures for skin diseases is central to everything we do. As a result, Clinical Trials and Research form a vital part of this process. We are committed to research and innovation in the field of dermatology in order to pioneer life changing medicine that has the power to change lives."

The Skin Hospital provides a unique platform for research, with services in General Dermatology, Specialised Dermatology Clinics and Mohs.

Dr Frew said, "I am excited to join The Skin Hospital as Director of Research. The Skin Hospital has great potential to cultivate research in clinical and translational dermatology through expansion of current clinical trials work and establishment of a research unit. I am looking forward to developing this capability at The Skin Hospital and taking new research insights from the lab bench to the bedside in order to benefit our patients."

Dr Frew is a dermatologist and dermatological researcher at The Ingham Institute for Applied Medical Research at the University of New South Wales in Sydney, Australia. After graduating with honours from the University of New South

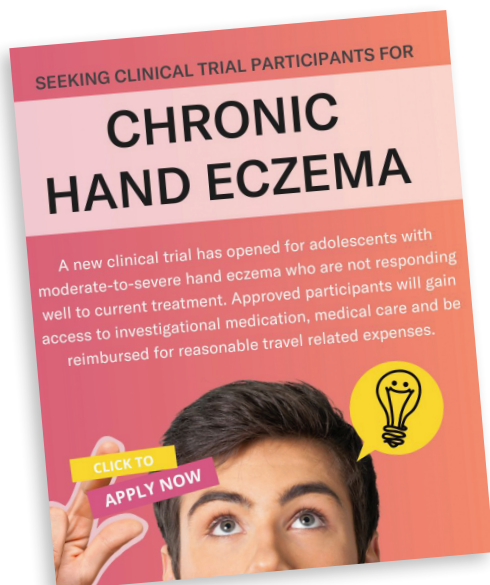


Wales (UNSW), he obtained a Master of Medicine from the University of Sydney, a Master of Science from Rockefeller University in New York City and a PhD at Flinders University.

Following completion of dermatology specialist training in 2016, he undertook translational research at The Rockefeller University in New York City investigating the inflammatory mechanisms in Hidradenitis Suppurativa. Dr Frew has authored over 130 peer-reviewed articles and has a special interest in the pathogenesis and molecular mechanisms of inflammatory dermatoses. He also supervises post graduate research students and is actively involved in medical education both in Australia and globally.

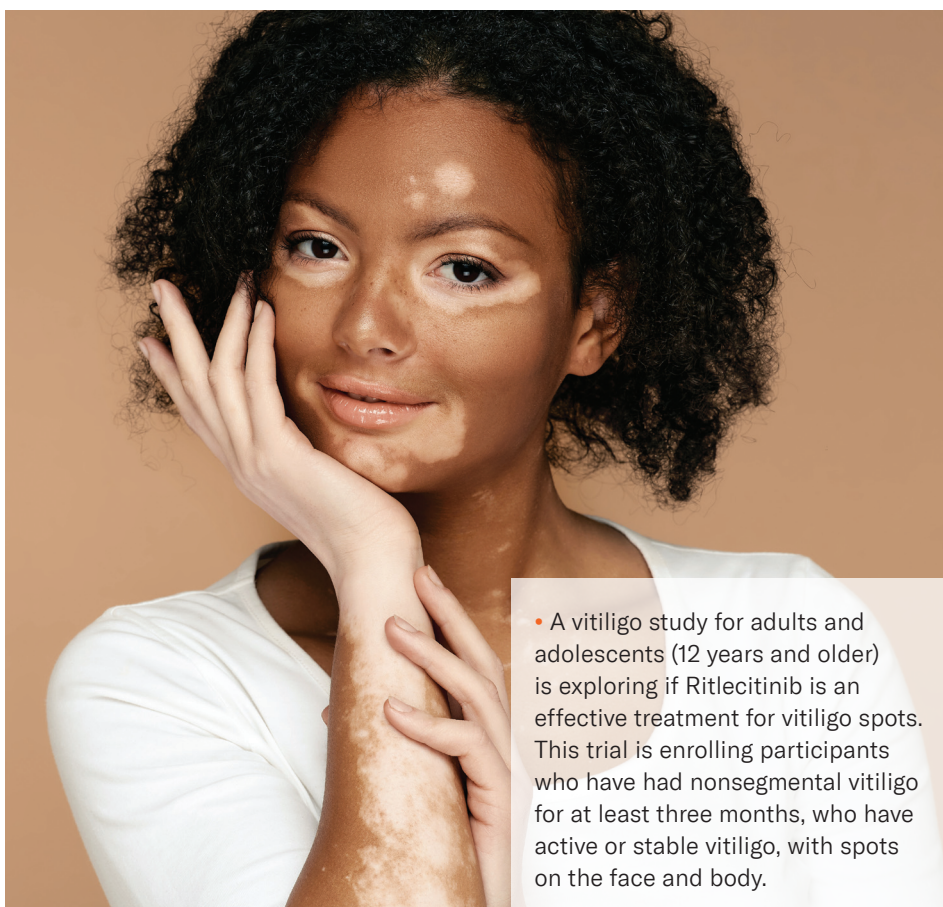
# Currently Recruiting Clinical Trials

The Skin Hospital is recruiting for four clinical trials, as listed below. If you would like further information on our current or future clinical trials, you can register your details at our website – <https://skinhospital.edu.au/register-clinical-trial/>.



- A hand eczema study for adolescents (12 - 17 years) is investigating if an experimental cream medication is an effective treatment for moderate to severe chronic hand eczema.

Participants for this trial have experienced severe hand eczema for at least three months and previous treatment with steroid cream has been unsuccessful or was not suitable.



- A vitiligo study for adults and adolescents (12 years and older) is exploring if Ritlecitinib is an effective treatment for vitiligo spots. This trial is enrolling participants who have had nonsegmental vitiligo for at least three months, who have active or stable vitiligo, with spots on the face and body.

- A plaque psoriasis study for adolescents (12 - 17 years) is exploring if Deucravacitinib is an effective treatment for plaque psoriasis. We are seeking adolescent participants who have been diagnosed with moderate to severe plaque psoriasis and are able to attend our Sydney clinic.



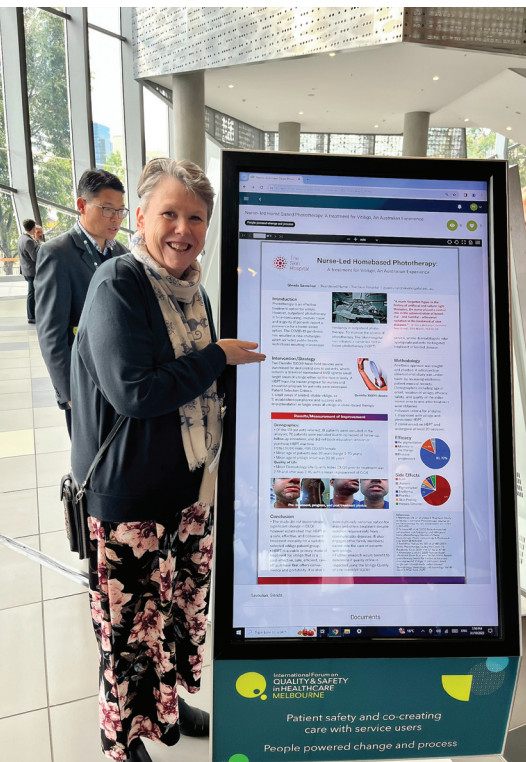
- Finally, an Alopecia areata study for adolescents (12 - 17 years) is investigating Baricitinib in the treatment of alopecia.

For full details and to register for any of The Skin Hospital's clinical trials, please visit our website – <https://skinhospital.edu.au/clinical-trials/>.





# Transforming healthcare through people-powered change



Glenda, Registered Nurse at The Skin Hospital, and Aleta, Quality Manager, attended the International Forum on Quality and Safety at Melbourne on 30 October 2023.

Glenda showcased the wonderful initiatives from The Skin Hospital. Her poster on home-based phototherapy (HBPT) for the treatment of vitiligo is an exemplar of people-powered change and process. HBPT (compared to the clinic-based treatments) is a response to the needs of our consumers for flexibility, portability, value for money, and convenience.

The Skin Hospital's participation in such forums re-affirms our commitment as a world-class centre for dermatology by contributing to the quality and safety field and continuing to lead the way in sustainable and consumer focused quality improvements.



Glenda and Aleta had the pleasure of meeting, learning from and networking with quality and safety leaders from all over the world, particularly from the US, UK, Singapore, Hong Kong, New Zealand and within Australia. They learned from the best in the field with the Institute for Healthcare Improvement, ACHS Improvement Academy, British Medical Journal, Clinical Excellence Commission, Agency for Clinical Innovation, etc as key players in the event.

## Visiting The Skin Hospital for the first time?

Our specialist dermatologists are dedicated to diagnosing and treating all skin conditions. The Skin Hospital's dermatologists, nurses and staff know that the appearance of a patient's skin can impact the quality of their life. We believe that compassion and professionalism are at the core of delivering high-quality dermatological care.

If you would like to make an appointment at The Skin Hospital, you can get a general referral from your GP, or you can ask them for a referral to see a specific Dermatologist. Please see our full list of Dermatologists below or visit our website to read about our team and search by specialty.

### The Skin Hospital's highly skilled dermatologists

#### Darlinghurst

Dr Penny Alexander  
Dr Ana Rodriguez Bandera  
Dr Bonita Choy  
Dr Tanya Gilmour  
Dr Simone Goldinger  
Dr Rhonda A Harvey  
Dr Pooja Kadam  
Dr Yong Chern Kho  
Dr Johanna Kuchel  
Dr Alexis Lara Rivero  
Dr Michael Lee  
Dr Matthew Lin  
Dr Eddie Lobel  
Dr Roland Nguyen  
Dr Annika Smith  
Dr Frances Tefany

Dr Margot Whitfeld  
Dr Richard Wittal

#### Westmead

Dr Phillip Artemi  
Dr Bruno Blaya Alvarez  
Dr Nira Chinniah  
Dr Kavita Enjeti  
Dr Haady Fallah  
Dr Monisha Gupta  
Dr Sam Kalouche  
Dr Shivam Kapila  
Dr Joe Konya  
Dr Clare Koh  
Dr Rose Liu  
Dr Gilberto Moreno Bonilla  
Dr Margit Polcz

A/Prof Deshan Sebaratnam  
Dr Adrian See  
Dr Priyamvada Sobaran  
Dr Brian Wallace

#### Darlinghurst & Westmead

Dr Carolina Cordoba  
Dr Simon Lee  
Dr William Ryman  
Dr Nicholas Stewart  
Dr Andrea Tomizawa

#### Dubbo

Dr Andrea Tomizawa  
Dr Nicholas Stewart  
Dr Andrew Satchell  
Dr Emily Forward

## Welcome to our new consumer representative

We are delighted to welcome Vicki Hannan as our new consumer representative at The Skin Hospital. Vicki will be involved in various committees, offering the 'voice of our

consumers'. Vicki will provide valuable insights, particularly as she has been a patient of The Skin Hospital. Thank you, Vicki, we look forward to working with you.



Vicki Hannan at The Skin Hospital

# Quality Improvement

• **NSQHS Standard 2:**  
Results of the Patient Satisfaction Survey

We would like to thank our patients who took the time to respond to our Annual Patient Experience Survey. The survey was conducted online and processed independently by an external benchmarking company. The high response rate of over 94% from each site reflects our patients' engagement and willingness to provide valuable feedback to improve the services we provide.

The survey was conducted across seven Patient Experience Domains including appointment and waiting times, physical access, care and treatment, information, decision making and involvement, discharge process, and patient recommendation.

Some of the major strengths identified included treating patients with respect and dignity, overall quality of the

treatment received, listening to patient's views and concerns, easy to understand and helpful information about treatment consent, and confidence in the safety of treatment and care.

Some of the opportunities for improvement identified included availability of pick up/drop off areas and disability access, inside and outside signs at the hospital, opportunity for carer/family/support person to talk to staff (if required), patient waiting times, and pre-admission preparation information. Rest assured that quality improvement initiatives are currently underway to address these feedback.

Both sites achieved high overall Australian Hospital Patient Experience Question Set (AHPEQS) scores of 96.17% at Darlinghurst and 97.62% at Westmead.

The net promoter score across both sites also remains higher than industry

benchmarks with a net promoter score of 89.23% for Darlinghurst and 88.52% for Westmead. The net promoter score is a measure of your trust and confidence, and positive word-of-mouth for The Skin Hospital.

• **NSQHS Standard 3:**  
Hand Hygiene Results

Congratulations to our Westmead and Darlinghurst sites for exceeding the 86.7% national benchmark on our recent Hand Hygiene Audit at 96% and 97.5%, respectively. These outstanding results are a testament of our efforts to prevent the spread of infection and reduce the risk of healthcare-associated infection complication to our consumers.



Nurses at The Skin Hospital, attending CPR training.

• **NSQHS Standard 8:**  
Annual Mandatory CPR training

On 12 January 2024, The Skin Hospital welcomed the new year ready and able to respond to patient emergencies with staff from Darlinghurst and Westmead sites completing their annual mandatory CPR training.

• **QPS Benchmarking Results**

Our October to December 2023 quarterly benchmarking results are out. By benchmarking with other Day Hospitals, we are able to ensure that the quality of the care and services we provide to our consumers are either on par or better than our peers.

KEY PERFORMANCE INDICATOR	Benchmark Rate	Darlinghurst Rate	Westmead Rate
Opiate Usage for Post-Op Pain	2.61	0.00	0.00
Post-op Nausea and Vomiting	0.20	0.00	0.00
Unplanned Return to Theatre within 1 month	0.03	0.00	0.00
Patient Waiting Time-General	56.16	30.61	26.76
Post-op Length of Stay >2 hours- General	9.09	0.83	2.54
Patient Based Cancellation	1.33	0.21	0.25
Equipment Failure Down Time	0.01	0.00	0.00
Written Complaints	0.03	0.00	0.00
Verbal Complaints	0.02	0.00	0.00
Medication Errors	0.05	0.00	0.00

Note: Low rates on both Darlinghurst and Westmead sites indicate better than industry benchmark in comparison to other Day Surgeries within the peer group.

# Passed accreditation with flying colours!



In July 2023, The Skin Hospital made history as one of the first health service organisations (HSO) within the state to undergo accreditation via mandatory short notice assessment against the National Safety and Quality Health Service (NSQHS) Standards and the National Clinical Trials Governance Framework (NCTGF).

We are pleased to report that The Skin Hospital passed with flying colours! This assessment marked the introduction

of short notice assessments which will now replace previously announced and prepared assessments. This ensures the assessment outcome accurately reflects day-to-day practice, identifies gaps, and supports HSOs to improve safety and quality systems and processes.

An onsite assessment was undertaken at both our Darlinghurst and Westmead sites to assess compliance with NSQHS standards, confirm that safety and quality systems are in place, and

examine how The Skin Hospital's quality improvement systems are used to reduce risks. The assessment involved observations, document and record reviews, and staff, patient and stakeholder interviews.

Our successful short notice assessment provides assurance to our patients that The Skin Hospital meets expected patient safety and quality standards and reaffirms our commitment to delivering the highest standard of care.

## The Skin Hospital IN THE NEWS

A recent survey by The Skin Hospital, has found that 64 percent of Australians have not had a skin check in the last 12 months and that 51 percent of those respondents were not planning on booking a skin check.

Dr Simon Lee, Dermatologist at The Skin Hospital, has discussed these

findings and why it's so important to get a regular skin check with the Australian media. Visit our media page to watch and listen to what Dr Lee said when interviewed.

<https://www.facebook.com/watch/?v=188061297573539>



## DONATE TO HELP SUPPORT Research into Skin Cancer And Skin Disease

Your donations play a crucial role in The Skin Hospital's ability to fund new technology and research projects and are invaluable to the wellbeing of our patients.

See our article above which details the world-class research that we are currently undertaking. Your past support has enabled us to be at the forefront of research into the

diagnosis and treatment of skin cancer, as well as provide outstanding training programs for future dermatologists. Thank you.

If you are in a position to donate, we would appreciate your help in enabling us to continue this vital work in training and research.

Donate at [skinhospital.edu.au/donate](https://skinhospital.edu.au/donate)

Remember to follow us!



To stay up to date with The Skin Hospital's latest news, events and important announcements, we invite you to follow our social media accounts on Facebook, Instagram, X (formerly Twitter), LinkedIn and YouTube.



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