PACSLAC-II

Pain Assessment Checklist
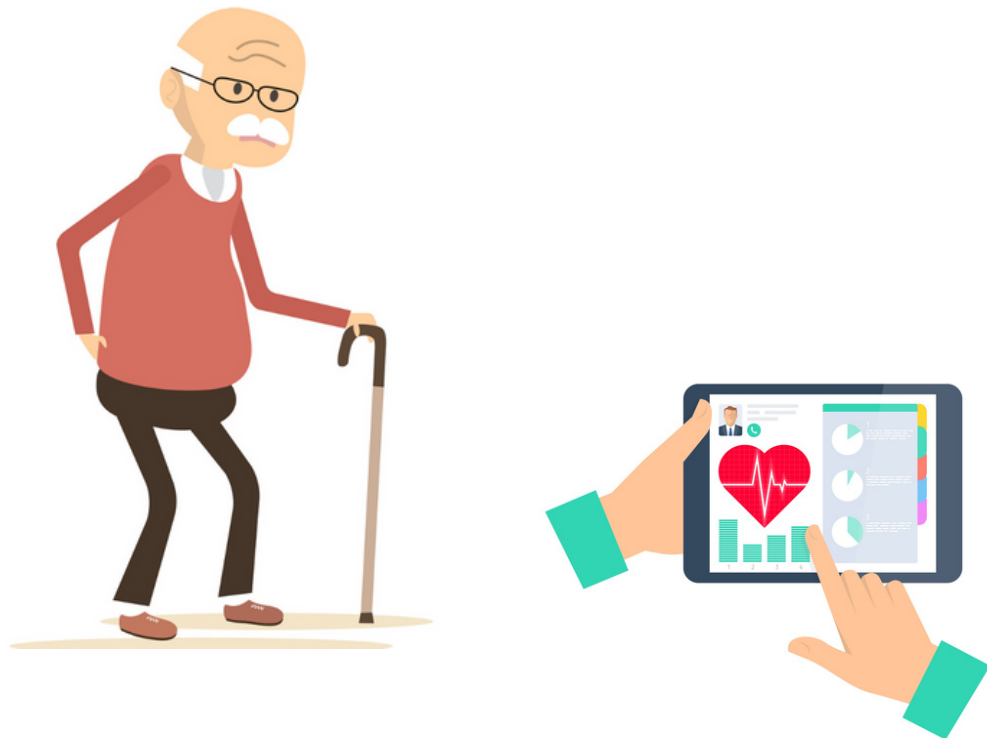for Seniors with Limited Ability to Communicate

UNIVERSITY of Regina

PACSLAC-II APP USER MANUAL

DISCLAIMER

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TABLE OF CONTENTS

01 - INTRODUCTION

The Pain Assessment Checklist for Seniors with Limited Ability to Communicate-II (PACSLAC-II) is a validated observational assessment tool designed to assist healthcare professionals in evaluating pain in residents with dementia in long-term care settings. It is the first tool of its kind that comprehensively covers all six domains of nonverbal behaviour recommended by the American Geriatric Society and has been rated as having high clinical utility by healthcare professionals. The PACSLAC scales have been translated and researched in several languages (e.g., Dutch, French, Japanese, Korean, Iranian, Portuguese and Turkish).

To assist healthcare professionals in providing timely and high-quality care, the PACSLAC-II app has been developed to improve the assessment, tracking, and communication of residents' pain. This user manual aims to provide healthcare professionals with an overview on how to use the PACSLAC-II app and integrate it into their practice.

01 - INTRODUCTION

SECURITY AND CONFIDENTIALITY

The PACSLAC-II app utilizes a permission-based system, limiting access to different users to ensure the security and privacy of data stored on the app. For example, only staff from registered facilities will have access to that facility's resident list.

With regard to storage, the PACSLAC-II app and associated websites store and transmit data through a secure server owned and operated by the University of Regina. Data is transmitted through a secure HTTPS connection which uses encryption for secure communication over a network. The University of Regina servers have strict access controls and are regularly monitored for suspicious activity by the University's Information Security team. All backups from the server are also encrypted to ensure data security.

Please note that although these safeguards are in place, the University of Regina cannot guarantee absolute data security. Therefore, facilities using the app are ultimately responsible for the integrity and confidentiality of all information entered into the app. To maximize confidentiality protection, facilities are asked to refrain from entering patient names or any other personal patient information into the app. Instead, it is recommended for facilities and users to utilize a code or numeric ID for each of their patients/residents.

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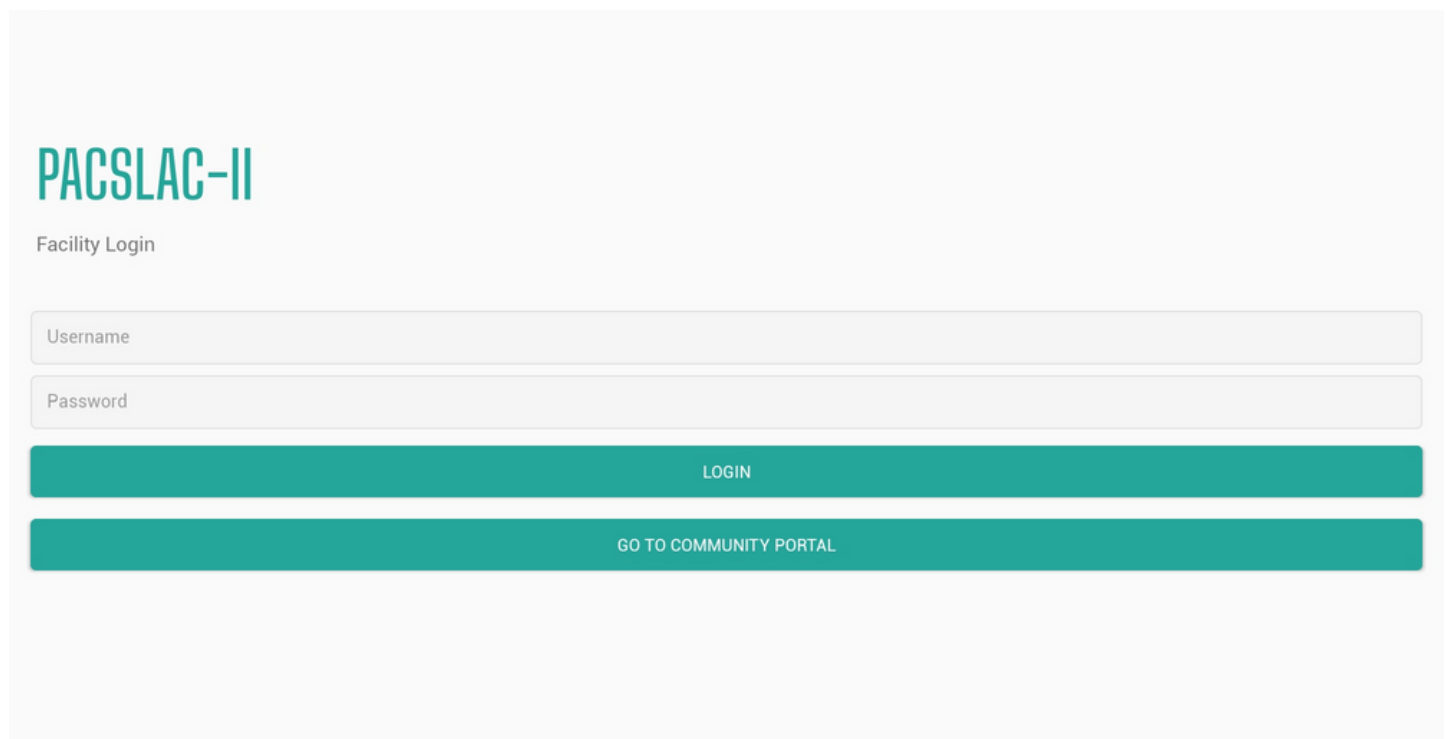
02 - HOME SCREEN AND FACILITY LOGIN

Each facility or unit has its own login information to access the app. If you are a new facility please contact the Health Psychology Lab directly to gain access to the app.

1. Please ensure that you are connected to Wi-Fi or data when using the app.
2. After you enter the username and password press LOGIN to proceed.

If you forget your username and password please get in touch with your point of contact at your facility. Alternatively, please note the username and password below when sharing this user guide with your staff members.

Username:

Password:

PACSLAC-II

Facility Login

| Username |
| Password |

| LOGIN |

| GO TO COMMUNITY PORTAL |

03 - STAFF LOGIN AND REGISTRATION

Once logged onto your facility's account, you will be asked to log onto your individual staff account for additional security measures. Having individual staff accounts also makes it easier to identify which staff members completed certain assessments to assist in follow-up.

LOGGING INTO AN EXISTING STAFF ACCOUNT

1. Select the drop-down menu 'Choose Staff User' to choose your staff account.
2. Enter your individual password.
3. Select LOGIN to proceed.

If you do not have an existing account, please follow the instructions on the following page.

03 - STAFF LOGIN AND REGISTRATION

REGISTERING A NEW STAFF ACCOUNT

1. From the previous screen, swipe left to access the staff registration screen.
2. Enter the following information: first name, last name, username, and password.
   - Please note your password for future use.
   - If you forget your password please contact your point of contact at the facility and they can assist you in resetting your password.

Register

Staff Registration

| Firstname |
| Lastname |
| Username |
| Password |
| Re-type Password |
| Registered Nurse |

REGISTER

‹
Swipe Right to Login

03 - STAFF LOGIN AND REGISTRATION

3. Select your position from the drop-down menu.

4. Select REGISTER when finished.

5. A pop-up will occur with information on the disclaimer and copyright of the PACSLAC-II tool.

6. After you have finished reading the text select ACCEPT. Your account has been created.

7. Please go to the previous screen(Staff Login)to log into your account.
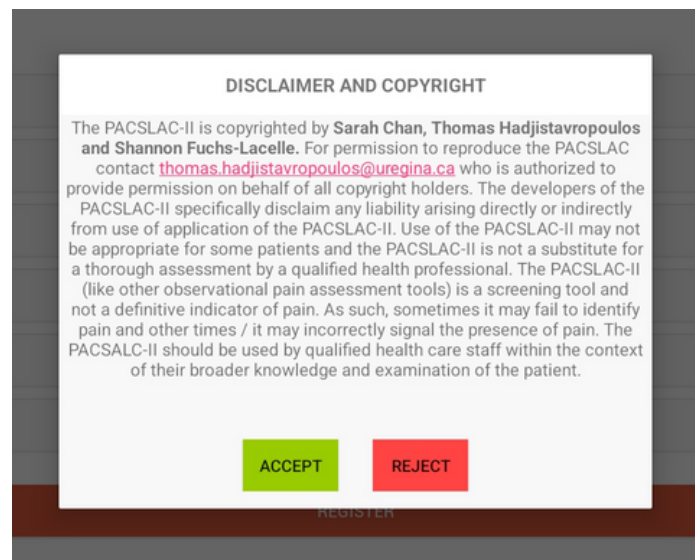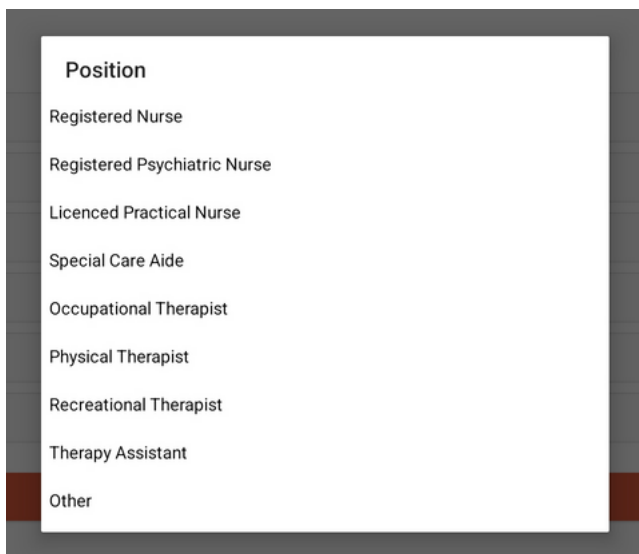
04 - MANAGING STAFF AND PATIENTS

The point of contact at each facility will be able to manage staff and patient accounts and make changes as necessary. Changes include:

- Changing names of staff and patient/resident IDs.
  - Patient/Resident ID numbers can be changed (e.g., in the event of an entry error)
- Resetting staff members' passwords so they can access the app.
- Unlinking staff members or resident profiles from the app if they are no longer at the facility.

If you are the designated member please and would like to make changes:

1. Log onto your individual staff account.
2. Swipe right to access the screen shown below.
3. Select whether you would like to manage patient or staff accounts.

Manage Staff and Patients
Update or unlink staff and patients

Manage PATIENTs

Manage STAFFs

Swipe Left to Login ❯
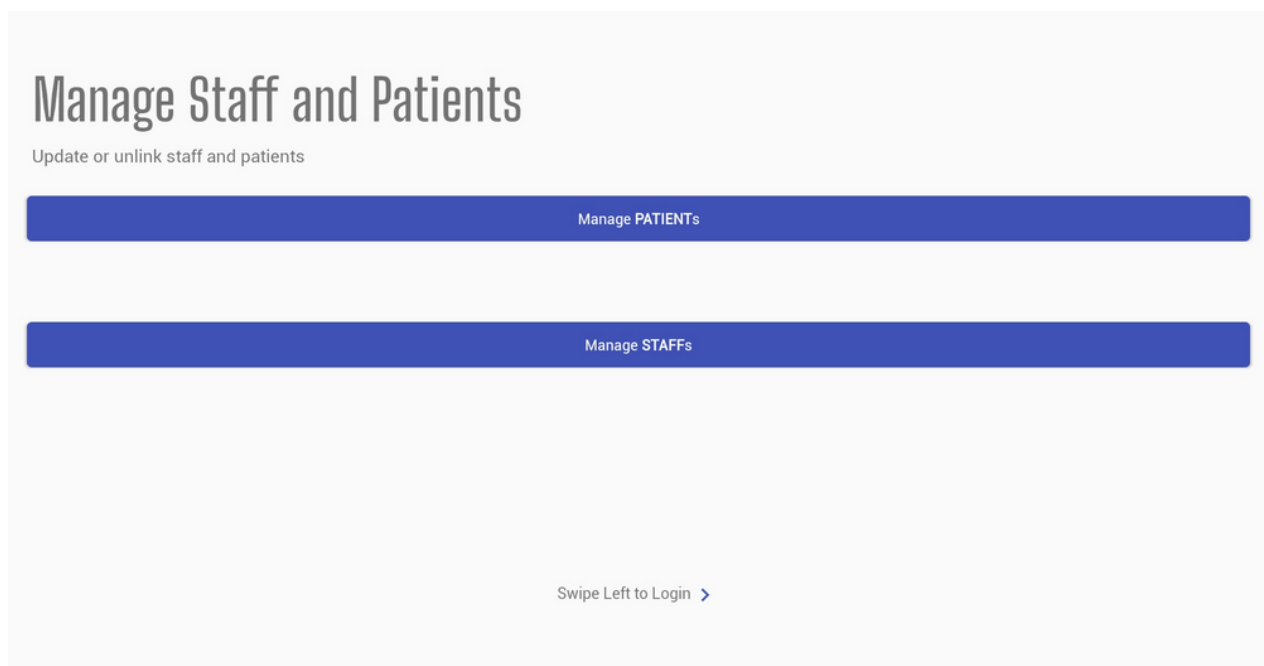
04 - MANAGING STAFF AND PATIENTS

MANAGING PATIENT PROFILES
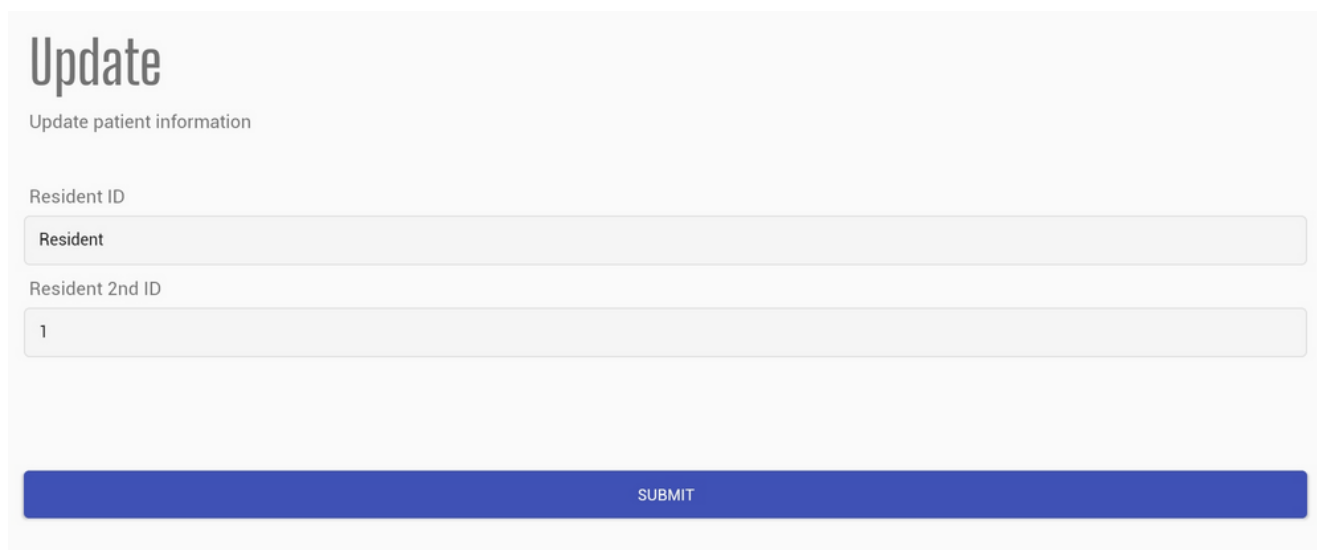
1. If you pressed 'Manage Patients' on the previous screen you will see the Patient List screen.
2. If you would like to edit a patient's information select EDIT. If you would like to unlink their profile from the app select UNLINK.

← Patient List		
Resident 1	Edit	Unlink
Resident 2	Edit	Unlink
Resident 3	Edit	Unlink
Resident 4	Edit	Unlink
Resident 5	Edit	Unlink
Resident 6	Edit	Unlink
Resident 7	Edit	Unlink
Resident 8	Edit	Unlink

04 - MANAGING STAFF AND PATIENTS

2. Selecting EDIT will take you to the Update Patient Information Screen.

- After editing the information select SUBMIT.

3. If you select UNLINK a pop-up will appear.

- Select YES to proceed.
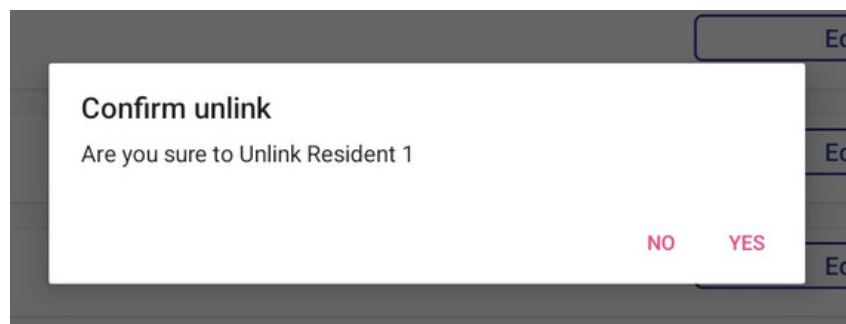
04 - MANAGING STAFF AND PATIENTS

MANAGING STAFF PROFILES

1. If you pressed 'Manage Staffs' on the previous screen you will see the Staff List screen.
2. If you would like to edit a staff member's information select EDIT. If you would like to unlink their profile from the app select UNLINK.

04 - MANAGING STAFF AND PATIENTS

2. Selecting EDIT will take you to the Update Staff Information Screen.

- Edit any necessary changes.
- If you want to update the staff member's password select the UPDATE PASSWORD checkbox.
- After entering the new password select SUBMIT to finish.

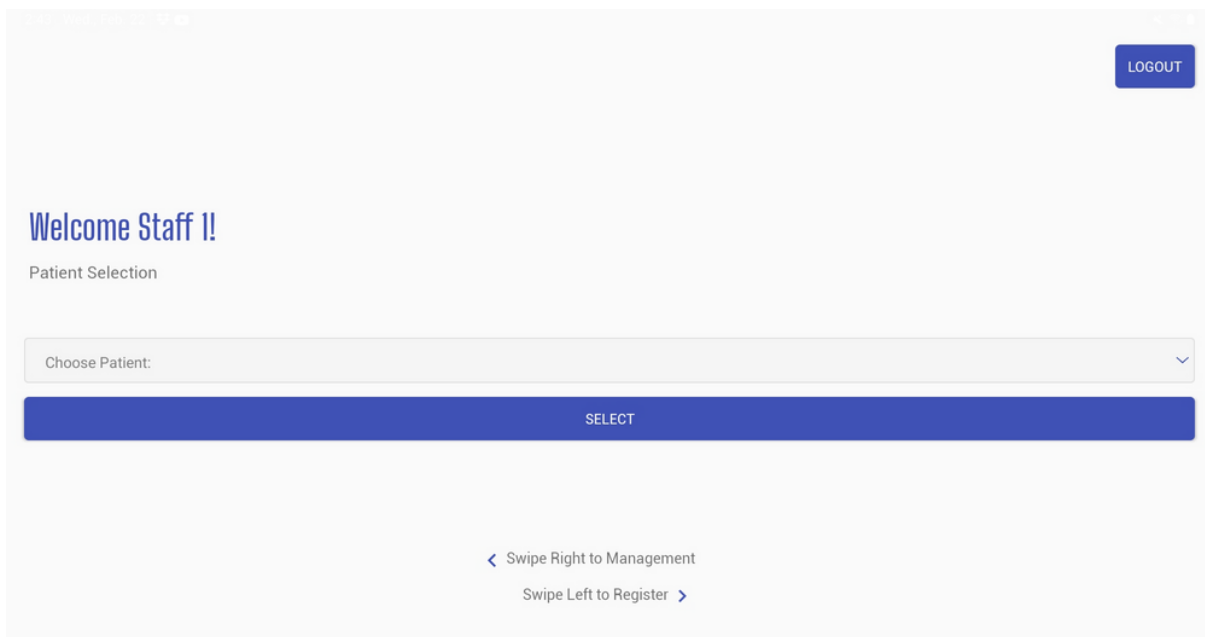3. If you select UNLINK a pop-up will appear.

- Select YES to proceed.
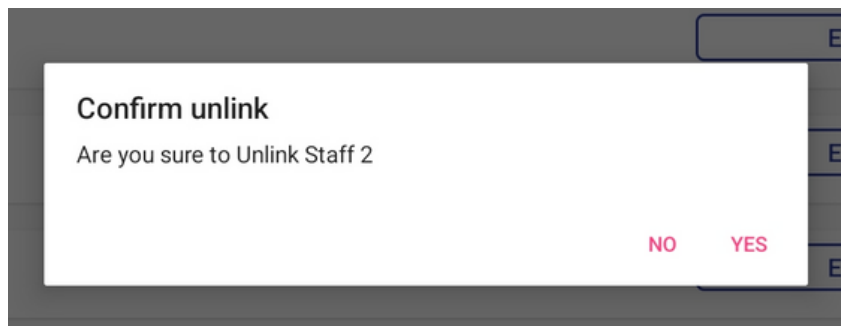
05 - SELECTING AND REGISTERING PATIENTS

SELECTING A PATIENT

1. To select a patient, select the drop-down menu and choose the appropriate patient profile.

2. Press SELECT to proceed.

Note: The option to swipe right to access the Management Screen (as seen at the bottom of the screenshot) is only available to one designated staff member.

05 - SELECTING AND REGISTERING PATIENTS
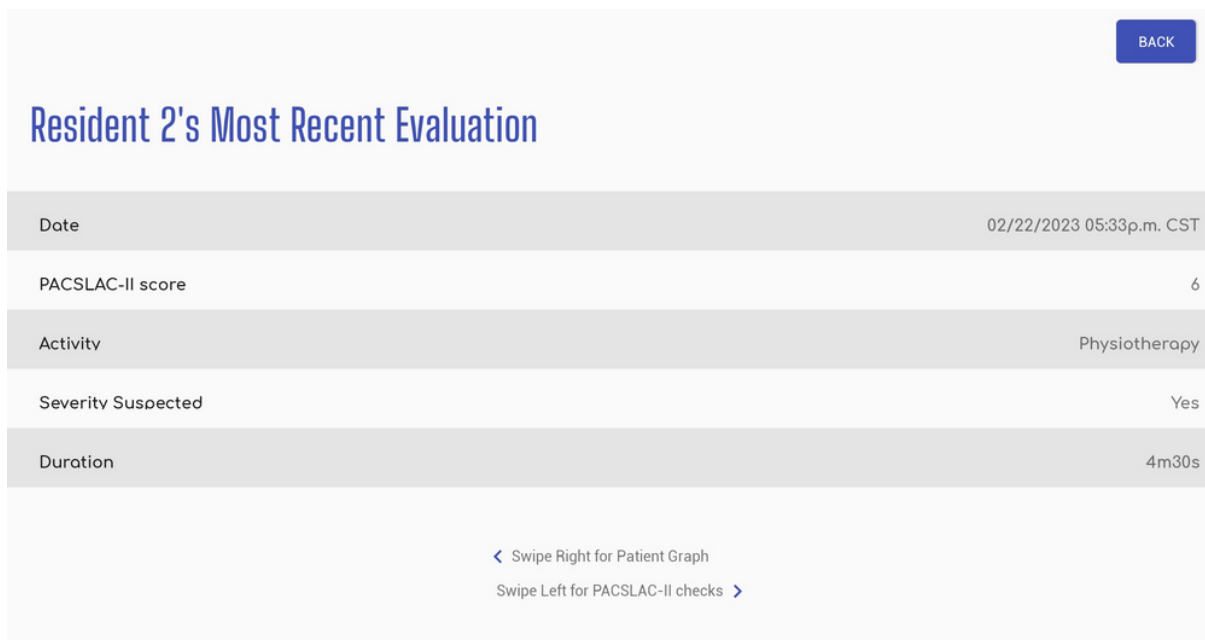
Registering New Patients

1. From the Patient Selection screen, swipe left to view the Patient Registration screen.

2. To register a new patient please enter two ID codes/numbers in the respective text boxes.
   - For example, the first ID code can be the patient's room number and the second ID code is their initials.
   - Although the app is secured through the University of Regina's private servers and firewalls to ensure confidentiality and privacy, it is discouraged to enter patients' first names/last names and other identifying information.

3. Select REGISTER when finished.

Register

Patient Registration

Resident ID

Resident 2nd ID

REGISTER

< Swipe Right to Login

06 - CONDUCTING PAIN ASSESSMENTS

RESIDENT HOME SCREEN

1. After you select a patient, the Resident Home Screen will appear, showing you a summary of the patient's most recent evaluation.
   - This includes the date, PACSLAC-II score, the activity observed, whether moderate-severe pain is suspected, and duration of the assessment

BACK

Resident 2's Most Recent Evaluation

Date	02/22/2023 05:33p.m. CST
PACSLAC-II score	6
Activity	Physiotherapy
Severity Suspected	Yes
Duration	4m30s

‹ Swipe Right for Patient Graph
Swipe Left for PACSLAC-II checks ›

06 - CONDUCTING PAIN ASSESSMENTS

CONDUCTING A NEW ASSESSMENT

1. From the Resident Home Screen, swipe left to view the PACSLAC-II assessment tool.
2. Select "START TIMER" to begin the assessment.
   - This will help to ensure that an accurate length of the assessment is noted.
   - Note: Ideally, patients should be reassessed for the same length of time so that the assessments can be comparable. As the longer a patient is assessed, the more behaviours will likely be exhibited.
3. Under ACTIVITY, select the drop-down menu and choose which patient activity you are observing.
   - If the activity that you are observing is not listed under the drop-down menu, select Other, to customize the activity.
   - Note: Ideally, patients should be reassessed under the same activity so that the assessments can be comparable. For example, patients walking may exhibit more pain than patients at rest.
4. Select the patient pain behaviours that are observed under each domain (e.g., facial expression, verbalization and vocalizations).
5. When finished, select the SUBMIT button at the bottom of the screen.

00:00 START TIMER	
ACTIVITY	
Walking	
FACIAL EXPRESSIONS	
Grimacing	☐
Tighter Face	☐
Pain Expression	☐
Increased Eye Movement	☐
Wincing	☐
Opening Mouth	☐
Creasing Forehead	☐
Lowered Eyebrows or Frowning	☐
Raised cheeks, Narrowing of the Eyes or Squinting	☐
Wrinkled Nose and Raised Upper Lip	☐
Eyes Closing	☐
VERBALIZATIONS AND VOCALIZATIONS	

# 06 - CONDUCTING PAIN ASSESSMENTS

6. After you select SUBMIT, a pop-up screen will occur with the following text:
   - "Severity of Pain - Please give the tablet to a Nurse: Is this patient suspected to be in moderate/severe pain?"
   - If you are a care aide/personal care worker please pass the tablet to a nurse for them to determine the severity of pain.
   - If you are a nurse, please use your clinical judgment and select your response. You may wish to select any area outside of the grey box to review the selected behaviours or go to the patients' pain graph prior to selecting your response.

7. After the severity of pain is selected, another pop-up will occur with the following text:
   - "This evaluation lasted approximately _ _ _ _ Minutes and _ _ _ _ Seconds. Is this correct?"
   - If this is correct, select the YES option.
   - If this is not correct (e.g., you were called away during the middle of an assessment), select the NO option and manually enter the length of the assessment.
   - If you forgot to start the timer at the beginning of the assessment, manually enter the length of the assessment and select COMPLETE.

8. Once both of these steps are completed, a textbox saying "SUBMITTED!" will appear and the Resident Home Screen will be loaded. You can double-check whether the information on Resident Home Screen has been updated to ensure that your assessment has been submitted correctly.
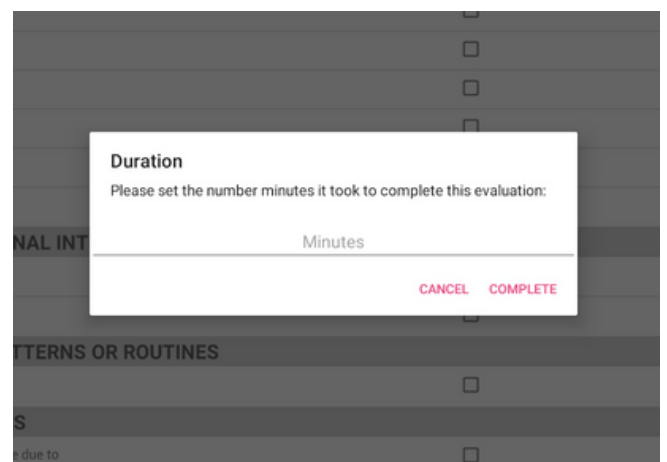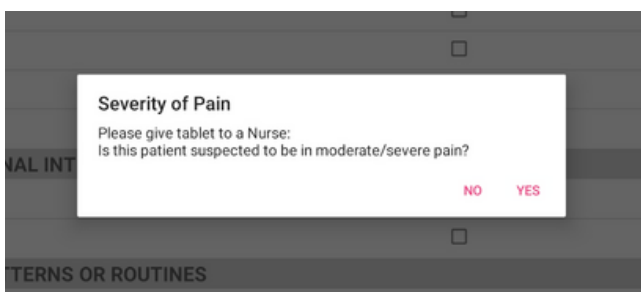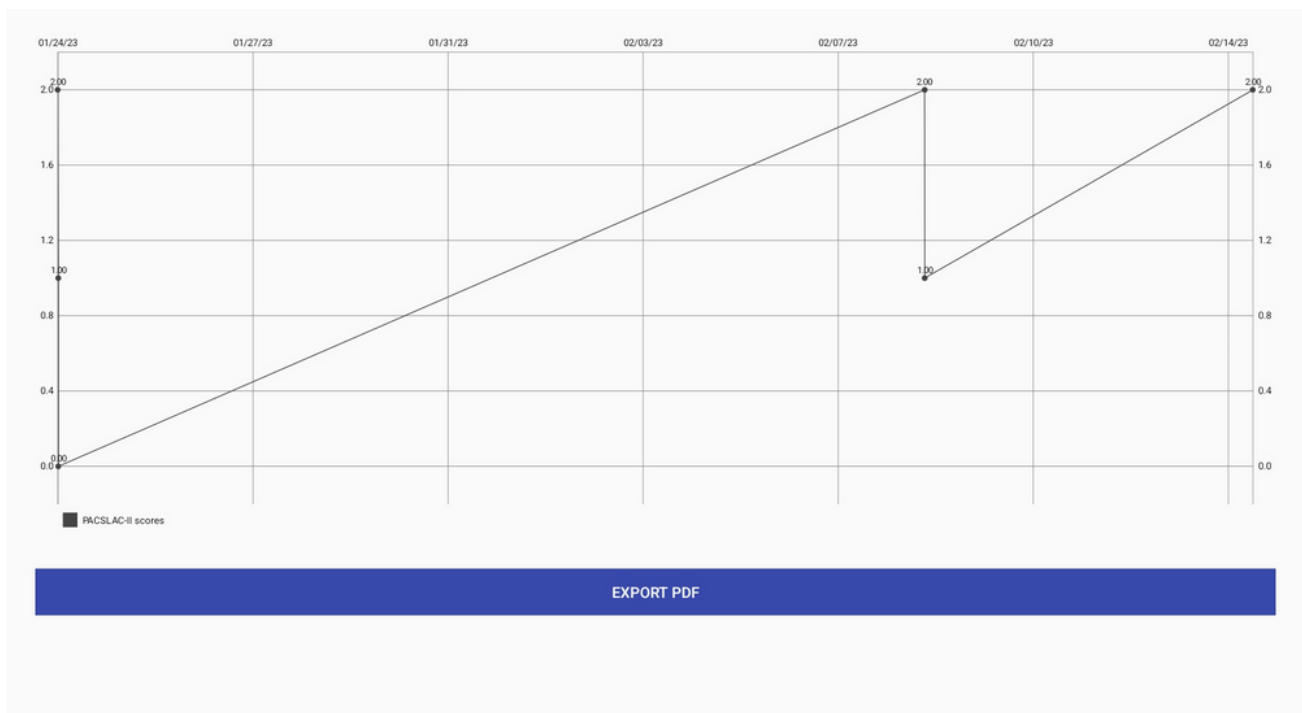
07 - TRACKING PATIENT PAIN SCORES

ACCESSING PATIENT GRAPHS

1. From the Resident Home Screen will appear, swipe right to access the patient's graph.
   - This graph shows all of the patient's pain scores over time.
   - You can select individual assessment dates to gather more information such as the pain score, assessment date, and duration of the assessment.

Note: The PACSLAC-II does not have any cut-off scores for mild, moderate, or severe pain, as pain is subjective to the individual. Hence, it is recommended for healthcare professionals to monitor changes in patients' pain scores over time to determine the presence of pain.

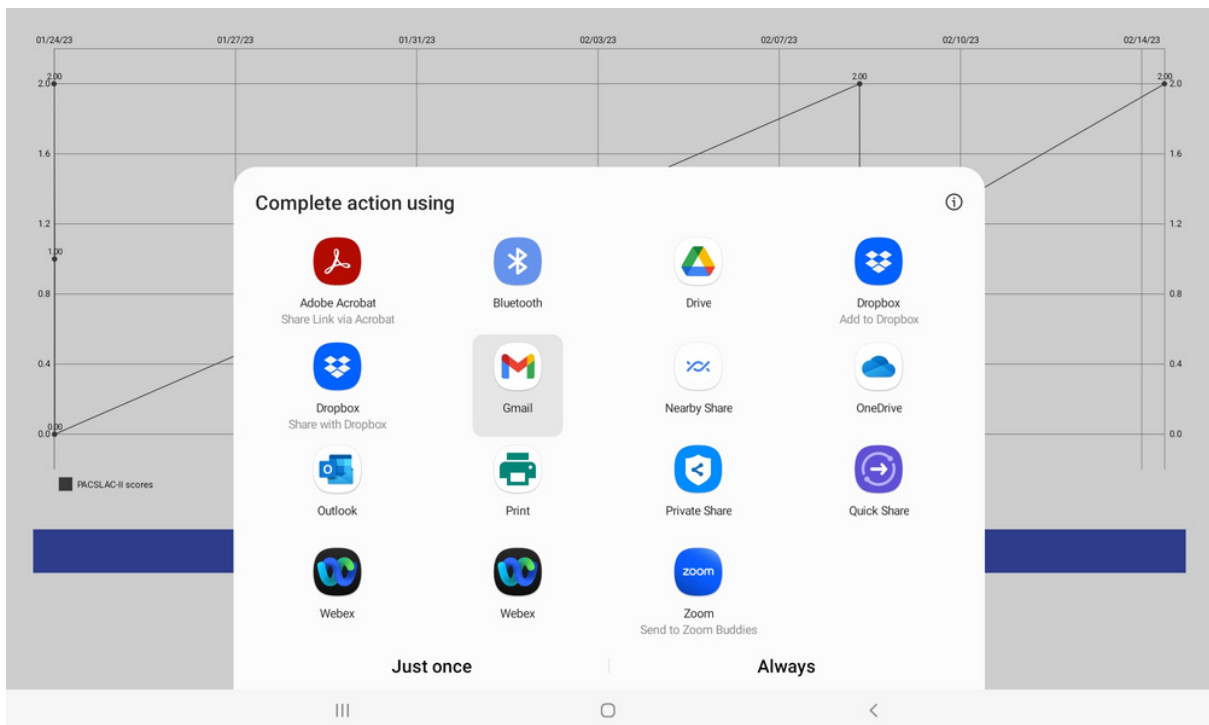# 07 - TRACKING PATIENT PAIN SCORES

EXPORTING PATIENT GRAPHS

1. For easy documentation and charting, you can print or email the graph by selecting EXPORT PDF.
   - Note: It is recommended that patient charts be updated with new graphs at least weekly.
2. A pop-up will appear asking you to choose an app to complete the task.
   - You may print the PDF directly if your tablet is connected to a printer.
   - Alternatively, if you have your organization's secure email set on the tablet, you can email it to other healthcare professionals (i.e., physicians) or print it from a desktop.

07 - TRACKING PATIENT PAIN SCORES

EXPORTED PDF

The export will have a history of all of the assessments completed along with contextual information such as the name of the evaluator, activity, and pain behaviours observed. A graph is also included. See below for an example of an exported PDF.

Resident 6

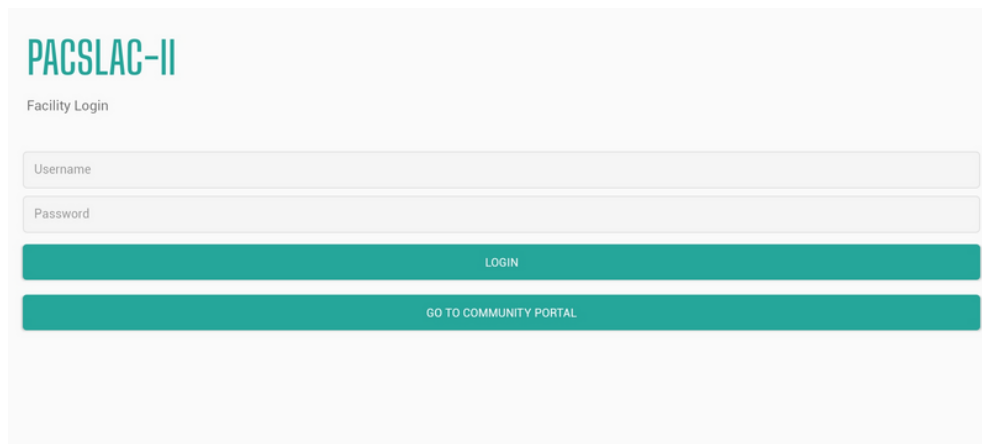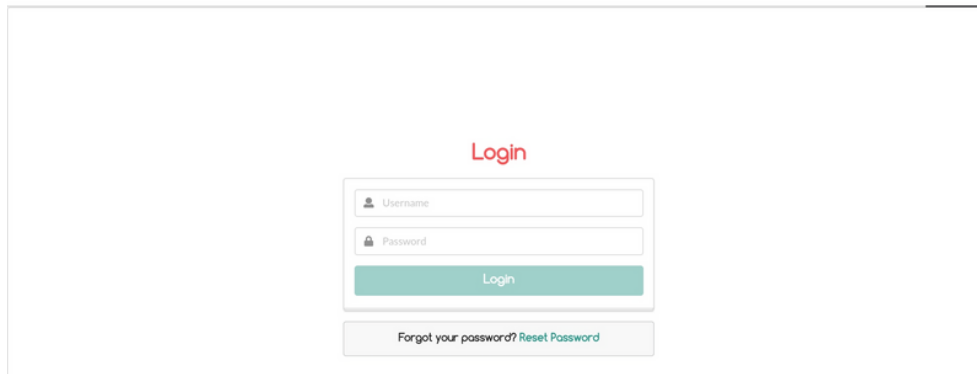| Date	Duration	Evaluator	Activity	Pain Behaviours	Score
01/24/2023 09:07a.m. CST	3m	Staff 2	Walking	Opening Mouth,Lowered Eyebrows or Frowning	2
01/24/2023 09:21a.m. CST	3m	Staff 2	Walking	Wincing	1
01/24/2023 09:21a.m. CST	3m	Staff 2	Walking		0
02/08/2023 07:22p.m. CST	3m	Staff 9	Walking	Increased Eye Movement,Creasing Forehead	2
02/08/2023 07:26p.m. CST	3m	Staff 6	Walking	Wincing	1
02/14/2023 03:40p.m. CST	0m17s	Staff 1	Dressing	Wincing,Lowered Eyebrows or Frowning	2
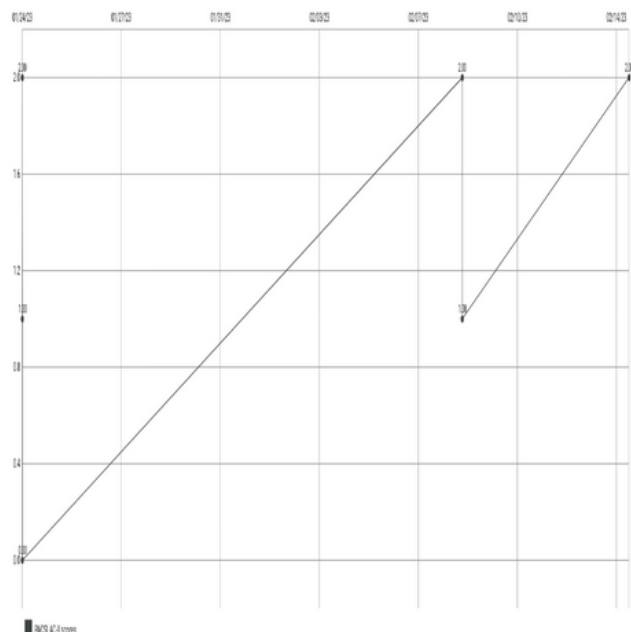
08 - ADDITIONAL RESOURCES

Additional resources are available on the PACSLAC-II Community Resource Portal. Resources including journal articles, blog posts, tool kits etc.

ACCESSING PAIN RESOURCES

1. Select GO TO COMMUNITY PORTAL on the app's home screen

2. A new browser window will appear.

3. Log in using your individual login information

08 - ADDITIONAL RESOURCES

4. View different resources available by selecting a resource.

5. Select the resource's URL.

6. If you find other resources that you think will be helpful, you submit your own resources.
   - Resources will be posted pending approval .

ACKNOWLEDGEMENTS

Thank you to the following individuals and organizations who have contributed to the development and evaluation of the app.

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- Information and Technology Services Team, University of Regina
- Partnering healthcare professionals for their valuable input
- AGE-WELL NCE Inc.

Please contact the Health Psychology Lab if you have any questions or concerns regarding the app.

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