



# painACT

pain Aged Care Training



## Documentation

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10  
min

Time needed to run this module with your staff

## OVERVIEW OF MODULE

This education module provides staff with information on pain-related documentation in aged care.

### Learning objectives

- 1** Describe the importance of accurate and timely documentation of pain in aged care
- 2** Identify different types of pain-related documentation in aged care and where to locate them within your facility/organisation

### Key messages

- 1** It is important for all care staff to document pain to ensure identification of pain and appropriate pain management occurs
- 2** Documenting pain in real-time is the most accurate/comprehensive method of recording pain in aged care (not relying on memory)
- 3** Use the appropriate assessment and charting tools depending on the aged care resident's/patient's/client's ability to report pain

### Length of the education module

The 10 minutes includes:



Watching a short video



Post-video discussion/questions led by trainer, focusing on the learning objectives for this module

## Trainer preparation prior to running the module

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At least 45 minutes should be set aside for the trainer to prepare for running this module. The following preparations are suggested:

- Review this module guide and discussion notes
- Watch the video before training
- Review current documentation for your residents/patients/clients and their current pain management plan
- Ask your quality coordinator for:
  - Any recent audits that reflect gaps in pain management
  - Any complaints or feedback about pain management
  - Any pain-related findings from any of your audit reports conducted by the Aged Care Quality and Safety Commission (ACQSC)
- Select two examples of current pain documentation. One that you consider has documented pain well, and one that you consider incomplete or inconsistent
  - Bring copies of these examples to the training session (preferably older documentation as it is easier to de-identify)
  - Some documentation that you could consider showing includes:
    - Pain medication charts
    - Abbey Pain Scale, PAINAD or PainChek scales
    - Progress notes
    - 3-day pain charts
- Determine what pain assessment tool the aged care facility/aged care provider organisation uses to assess pain in people living with dementia (e.g., Abbey Pain Scale, PAINAD, PainChek). Bring **BLANK** copies to the training session
- Read key resources when needed (see below)
- Print participant handouts, one for each staff member attending the education module
- Practice the session using the Education Module Script provided, aiming to complete it within 10 minutes

## Key resources to support this topic (background reading)

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- For a full and comprehensive exploration of this topic, refer to the source reference "Pain in Residential Aged Care Facilities: Management Strategies, 2nd Edition": <https://www.apsoc.org.au/publications> (optional)
- Primary resources are the Pain Management Guide (PMG) Toolkit 2nd Edition and the Pain in Residential Aged Care Facilities: Management Strategies 2nd Edition.
- The following blank pain assessment tools may be relevant and must be utilised in the context of the information contained in the "Pain in Residential Aged Care Facilities: Management Strategies, 2nd Edition" book, rather than in isolation:
  - These appendices can be found here (covered in the 'Pain Assessment' education module):  
<https://www.apsoc.org.au/Pain-in-RACF2-Appendices>
    - Appendix 1: Modified Resident's Verbal Brief Pain Inventory (M-RVBPI; 5-minute read)
    - Appendix 5: Abbey Pain Scale (2-minute read)
    - Appendix 6: Pain Assessment IN Advanced Dementia (PAINAD) Scale (3-minute read)
    - Appendix 7: The Aged Care Pain Chart (2-minute read)

## Material needed to run the education module

- A computer with sound/speaker capacity to show the short video for this module
- Printed participant handouts
- Printed copy of this document for you to refer to
- Two examples of pain documentation: one that you consider has documented pain well, and one that you consider incomplete or inconsistent
- BLANK copies of the pain assessment tool the facility uses to assess pain in people living with dementia (e.g., Abbey Pain Scale, PAINAD, PainChek)

## Running the education module

The following script can be used to run this module with staff at your aged care facility/aged care provider organisation. This script includes:

- **boxed text**, which can be read directly to the staff when running this module
- **<directions>**, which are actions to do at certain times e.g., playing short videos, giving out participant handouts
- *Text in italics*, which is additional information to promote discussion e.g., prompt questions for the trainer to ask to nudge the discussion forward, suggested answers to discussion questions

### Education module script

**<Begin session by giving a participant handout to each staff member.>**

**1**

#### Introduction and video

Today, we are going to be running one of the education sessions that is part of the painACT Program. Each session focuses on one pain topic for about 10 minutes.

The topic today is 'Documentation'. Documentation plays a pivotal role in aged care because it is a comprehensive and detailed record of the care provided to residents/patients/clients.

First, I'll show you a short video to give you an overview of the why documentation is important, the different types of documentation you might encounter in aged care, and where documents related to pain may be located.

**<Show the video 'Documentation' (video runtime is 3 minutes).>**

The video showed how important personal care staff are when it comes to timely reporting and documentation of pain. Documenting changes in a resident's/patient's/client's pain, and using pain charts effectively, ensures that evidence of pain can be shared with our multidisciplinary team.

Are there any questions or comments about the video?

**<Allow 1 minute for comments or questions.>**

## 2

### Discussion about video

< Begin discussion on key messages. Let participants know that it might be helpful to write some notes under the 'post-video discussion/questions' section on the handout. Also prompt them to complete the post-video questions to help solidify their learnings.>



**It is important for all care staff to document pain to ensure identification of pain and appropriate pain management occurs**



**Documenting pain in real-time is the most accurate/comprehensive method of recording pain in aged care (not relying on memory)**

Let us now look at some of examples of the actual documentation we use at this aged care facility/aged care provider organisation. We will use these examples to show the importance of accurately and effectively documenting pain, which is critical in identifying and managing pain in aged care. It is also important to document pain and the care provided as it occurs as this is the most accurate and comprehensive way of recording pain - so that you don't just rely on memory.

*Key messages 1 and 2 are discussed as part of the two examples of what you consider to be 'good' and what you consider to be 'poor' documentation of pain and its management.*

**1. Good example of documentation at your aged care facility/aged care provider organisation.**

*Ideally, the example of good documentation that you show should contain information about pain that is accurate, clear and legible, sufficiently comprehensive, and completed in a timely manner. It may help to write some notes on what makes this a good example of documentation beforehand.*

**2. Poor example of documentation at your aged care facility/aged care provider organisation.**

*The example of poor documentation you show may have information that is incomplete, missing, inconsistent or not recorded in a timely manner. It may help to write some notes on what makes this a poor example of documentation beforehand.*

*Please note that the above examples you choose may be specific to your facility's/organisation's documentation practices and the two documents you chose to show to staff.*

**<Begin by handing out the documentation that needs improvement to each participant.>**

I have here two examples of documents that we use at this aged care facility/aged care provider organisation. One is an example of best practice documentation. The other is an example of documentation that needs improvement.

Let's begin with an example of documentation that needs improvement. Can you have a look and share how you think this documentation can be improved? Please record your thoughts on the participant handout provided.

The aim of this example is to show to staff what you consider to be 'poor' documentation, in accordance with your facility's/organisation's policies and procedures. Reflect on how this piece of documentation can be improved.

**<Allow for two minutes of responses from staff.>**

*Consider whether the documentation:*

- *Is clear, accurate, legible, concise, current*
- *Includes any information about actions taken, outcomes or changes observed*

**<Hand out the good practice documentation to each staff member.>**

Here is an example of best practice documentation. Can you have a look and write down on your handout why you think the documentation of pain is better captured compared to the poorly documented example?

**<Allow for two minutes of responses from staff.>**

The aim of this example is to show to staff what you consider to be 'good' documentation, in accordance with your facility's/organisation's policies and procedures. Reflect on what elements make this good documentation.

*Consider whether the documentation:*

- *Is clear, accurate, legible, concise, current*
- *Includes information about actions taken, outcomes or changes observe*



### **Use the appropriate assessment and charting tools depending on the aged care resident's/patient's/client's ability to report pain**

This training session is not intended to train staff on assessing pain in people living with dementia. The aim of this discussion point is for staff to be briefly exposed to some of the documentation used when recording/assessing pain in people living with dementia. For more detailed information on pain and dementia, including assessment tools, consider running the painACT education module 'Dementia and cognitive impairment'

Finally, I have here a blank copy of the assessment tool we use to document pain in people living with dementia. It is the \_\_\_\_\_. Other aged care facilities/aged care provider organisations may use a different tool, but we usually use this one.

We use the most appropriate assessment and charting tools depending on the resident's/patient's/client's ability to report their pain. As dementia advances or gets worse, we rely more on the \_\_\_\_\_ pain assessment tool.

This is an opportunity to discuss this piece of documentation. Are there any comments or questions?

#### **<Allow for two minutes of responses from staff.>**

*If there is minimal engagement from staff, share some of your own experiences. If there are many questions about the pain assessment tool, consider running the following group training session:*

- painACT education module 'Dementia and cognitive impairment' for all staff

*You may also want to distribute the self-led education module:*

- painACT education module 'Pain assessment'

### **3**

#### **Wrapping up**

Does anyone have any questions?

#### **<Allow brief time for questions if possible or invite staff to ask you questions personally whenever they have a moment.>**

All right, take some time to record your answers to the questions in your participant handout, but that's it for today! Thank you, everyone.

For more information, refer to the "Pain in Residential Aged Care Facilities: Management Strategies, 2nd Edition"  
resource: <https://www.apsoc.org.au/publications>