

# Clean Hands Healthcare Provider List

© 2020 Alberta Health Services

If you have any questions or comments regarding this information please contact the Infection Prevention & Control Hand Hygiene Program at: [hand.hygiene@ahs.ca](mailto:hand.hygiene@ahs.ca).

## Clean hands hand hygiene pro system healthcare provider list

The purpose of the Clean Hands Hand Hygiene Pro System (Clean Hands System) is to be able to collect information on the hand hygiene compliance of healthcare providers that interact with a patient or patient's environment. This information is then used to plan, implement and evaluate hand hygiene improvement initiatives; therefore, correctly identifying healthcare providers in the Clean Hands System is important.

The Infection Prevention and Control (IPC) Hand Hygiene Program developed a reference list of healthcare providers for users of the Clean Hands System. This reference list outlines the list of healthcare provider groups available in the Clean Hands System and the individual healthcare providers included in each of the groups.

Reviewers can locate the individual healthcare provider on the list and select the appropriate healthcare provider group in the Clean Hands System. Note the list of clinical, clinical support and non-clinical healthcare providers is not all-inclusive.

## Rationale

Healthcare provider groups and not individual healthcare providers were selected for a number of reasons.

### Identification of individuals

The privacy of healthcare providers must be maintained unless the employee has given their informed consent for their information to be passed on. The IPC Hand Hygiene Program must be careful in the case of small sample sizes that individuals are not identifiable. Furthermore, the healthcare provider list in its current form ensures that it is manageable to Reviewers and reduces errors in the identification of healthcare providers (e.g., is the person being observed a Health Care Aide, Licensed Practical Nurse, Registered Nurse, etc.).

### Small sample sizes

Data on hand hygiene compliance will be used for comparison at the provincial and zone level as well as at the program, site, and unit level. When data are used for comparison, it is important to note that a higher number of observations will generate a more reliable and representative hand hygiene compliance. Small sample sizes could result in an inaccurate measure of hand hygiene compliance. Small sample sizes are not reliable as a change in hand hygiene compliance could be due to chance alone rather than the effect of a hand hygiene improvement initiative. Since it is not possible to observe hand hygiene compliance in all areas of the healthcare system at all times a sample is taken to represent the hand hygiene compliance in a particular area over a time period. The larger the sample size, the more the confidence in the results to permit meaningful comparison between areas and between time periods.

If you have any comments or concerns please contact the IPC Hand Hygiene Program at [Hand.Hygiene@ahs.ca](mailto:Hand.Hygiene@ahs.ca).

List of providers

Healthcare Provider Group	Description	Healthcare Providers could include
<b>Addictions &amp; Mental Health</b>	Addictions & Mental Health is responsible for working with patients that have addiction or mental health issues	<ul style="list-style-type: none"> <li>○ Addiction Counsellor</li> <li>○ Behavior Management Specialist</li> <li>○ Community Liaison Worker</li> <li>○ Family Counsellor</li> <li>○ Independent Living Skills (ILS) Worker</li> <li>○ Mental Health Clinician</li> <li>○ Mental Health Consultant</li> <li>○ Mental Health Therapist</li> <li>○ Outreach Worker</li> <li>○ Psychologist</li> <li>○ Psychometrist</li> <li>○ Therapy Specialist</li> </ul>
<b>Administrative &amp; Clerical Services</b>	Administrative and Clerical Services is responsible for managing the flow of information and providing clerical support to other staff.	<ul style="list-style-type: none"> <li>○ Unit Clerk</li> </ul>
<b>Cardiac Care</b>	Cardiac Care is responsible for administration and monitoring of heart function.	<ul style="list-style-type: none"> <li>○ Cardiology Technologist</li> <li>○ Cardiovascular Perfusionist</li> </ul>
<b>Dental Care</b>	Dental Care is responsible for administration and monitoring of oral health conditions.	<ul style="list-style-type: none"> <li>○ Dental Hygienist</li> <li>○ Dental Technician</li> <li>○ Denturist</li> <li>○ Registered Dental Assistant</li> </ul>
<b>Diagnostic &amp; Therapeutic Technologists</b>	Diagnostic and Therapeutic Technologists may be observed in a number of areas.	<ul style="list-style-type: none"> <li>○ Combined Laboratory and X-Ray Technologist (CLXT) – Providing Diagnostic Imaging Services</li> <li>○ Diagnostic Imaging Assistant</li> <li>○ Diagnostic Sonographer</li> <li>○ Electroencephalogram Technician</li> <li>○ Electroneurophysiology Technologist</li> <li>○ Magnetic Resonance Technologist (Medical Radiation Technologist)</li> <li>○ Nuclear Medicine Technologist (Medical Radiation Technologist)</li> <li>○ Medical Physicist – Diagnostic Imaging</li> <li>○ Radiation Therapist (Medical Radiation Therapist)</li> <li>○ Radiological Technologist (Medical Radiation Technologist)</li> </ul>
<b>Emergency Medical Services</b>	Emergency Medical Services are often the first responders at scenes where people are in need of emergency medical care and can be observed for compliance with hand hygiene while in a facility. EMS staff is identifiable by their uniforms.	<ul style="list-style-type: none"> <li>○ Emergency Medical Responder (EMR)</li> <li>○ Emergency Medical Technician-Ambulance (EMT-A)</li> <li>○ Emergency Medical Technologist-Paramedic (EMT-P)</li> </ul>

Healthcare Provider Group	Description	Healthcare Providers could include
<b>Facilities, Maintenance &amp; Engineering</b>	<p>Facilities, Maintenance &amp; Engineering are responsible for the maintenance and operations of equipment and systems of a facility.</p> <p>Facilities, Maintenance &amp; Engineering Maintenance staff are usually identifiable by their uniforms.</p> <p>Facilities, Maintenance &amp; Engineering should be observed when entering or exiting a patient's environment.</p>	<ul style="list-style-type: none"> <li>○ Biomedical Equipment Technologists Electrician</li> <li>○ Maintenance Worker Mechanic</li> <li>○ Painter Plumber</li> <li>○ Renal Technologist</li> </ul>
<b>Laboratory Services</b>	Laboratory Services is often responsible for obtaining blood specimens from patients for blood tests.	<ul style="list-style-type: none"> <li>○ Combined Laboratory and X-Ray Technologist (CLXT) – Providing Laboratory Services</li> <li>○ Medical Laboratory Assistant/Phlebotomist</li> <li>○ Medical Laboratory Technologist</li> </ul>
<b>Linen &amp; Environmental Services</b>	<p>Linen &amp; Environmental Services is responsible for linens in a facility as well as cleaning and disinfecting a facility.</p> <p>Linen &amp; Environmental Services are usually identifiable by the equipment that they use (e.g. cleaning carts, mops, brooms, automatic floor cleaners).</p>	<ul style="list-style-type: none"> <li>○ Environmental Services Personnel/Housekeeper</li> <li>○ Laundry Attendant</li> </ul>
<b>Nurses</b>	Nurses are responsible for providing direct care to patients.	<ul style="list-style-type: none"> <li>○ Health Care Aide (HCA) Clinical Nurse Educator (CNE) Clinical Nurse Specialist (CNS) Licensed Practical Nurse (LPN)</li> <li>○ Mental Health Aide/Psychiatric Aide Nurse Practitioner (NP)</li> <li>○ Nursing Assistant/Nursing Attendant (NA) Registered Nurse (RN)</li> <li>○ Registered Psychiatric Nurse (RPN) Undergraduate Nurse Employee (UNE)</li> </ul>
<b>Nutrition &amp; Food Services</b>	Nutrition & Food Services is responsible for discussing the dietary needs of patients as well as the distribution of meal trays to patients.	<ul style="list-style-type: none"> <li>○ Dietitian</li> <li>○ Food Services Worker</li> </ul>
<b>Pharmacy Services</b>	Pharmacy Services is responsible for meeting with patients to discuss pharmaceuticals.	<ul style="list-style-type: none"> <li>○ Pharmacist</li> <li>○ Pharmacy Aide/Pharmacy Assistant Pharmacy Resident</li> <li>○ Pharmacy Technician</li> </ul>

Healthcare Provider Group	Description	Healthcare Providers could include
<b>Physicians</b>	Physicians - both Family (General) and Specialist - are responsible for the diagnosis and treatment of diseases and injuries. Physicians may wear a white coat, scrubs or casual or office attire.	<ul style="list-style-type: none"> <li>○ Dentist</li> <li>○ Dental Surgeon Medical Fellow Medical Resident Optometrist Ophthalmologist</li> <li>○ Physician includes all specialties and subspecialties (e.g. Ophthalmologist, Psychiatrist, Radiologist, etc.)</li> </ul>
<b>Porters*</b>	Porters are responsible for the transfer of patients, patient's charts or other items such as equipment from place-to-place. Porters are often identifiable by their uniforms.	<ul style="list-style-type: none"> <li>○ Porter</li> </ul>
<b>Protective Services</b>	Protective Services is responsible for providing security services in a facility. Protective Services is identifiable by their uniforms. Protective Services, like other staff, should not be observed during emergency medical care such as a code or other emergencies.	<ul style="list-style-type: none"> <li>○ Protective Services Officer</li> <li>○ Protective Services Team Lead</li> <li>○ Security</li> </ul>
<b>Rehabilitation</b>	Rehabilitation is responsible for the assessment, treatment, and follow-up of patients with respect to rehabilitation.	<ul style="list-style-type: none"> <li>○ Audiologist</li> <li>○ Clinical Exercise Physiologist/Physiologist</li> <li>○ Music Therapist</li> <li>○ Occupational Therapist</li> <li>○ Physical Therapist</li> <li>○ Physiotherapist Recreation</li> <li>○ Therapist Rehabilitation</li> <li>○ Assistant</li> <li>○ Speech Language Pathologist</li> <li>○ Therapy Assistant/Technical Attendant</li> <li>○ Therapy Specialist</li> </ul>
*Porters and Service Aides used to be categorized under General Support Services.		
<b>Respiratory Services</b>	Respiratory Services is responsible for the assessment, treatment, and follow-up regarding cardio-pulmonary diseases, respiratory disorders and use of respiratory equipment and instruments.	<ul style="list-style-type: none"> <li>○ Respiratory Therapist</li> </ul>
<b>Service Aides*</b>	Service Aide is responsible for ordering and stocking supplies as well as cleaning and disinfection of horizontal surfaces.	<ul style="list-style-type: none"> <li>○ Service Aide</li> </ul>
<b>Social Work</b>	Social Work is responsible provides patient counselling, support or	<ul style="list-style-type: none"> <li>○ Social Worker</li> </ul>

Healthcare Provider Group	Description	Healthcare Providers could include
	counselling.	
<b>Spiritual Care Services</b>	Spiritual Care Services is responsible for the delivery of emotional and spiritual services to patients and the families and friend of patients.	<ul style="list-style-type: none"> <li>○ Spiritual leader (e.g., Elder, Pastor)</li> </ul>
<b>Student – Nurses**</b>	<p>Student–Nurses are responsible for providing direct care to patients under the supervision of Nurses.</p> <p>Student - Nurses are identifiable by ID or uniforms.</p>	<ul style="list-style-type: none"> <li>○ Student – Health Care Aide (HCA) Student – Licensed Practical Nurse (LPN) Student – Nurse Practitioner (NP) Student – Registered Nurse (RN)</li> <li>○ Student – Registered Psychiatric Nurse (RPN)</li> </ul>
<b>Student – Others**</b>	Student – Others are identifiable by ID or uniforms.	<ul style="list-style-type: none"> <li>○ Student – Emergency Medical Responder (EMR) Student – Rehabilitation personnel</li> <li>○ Student – Reparatory Therapist</li> <li>○ Student – Social Worker</li> </ul>
<b>Student – Physicians**</b>	<p>Student – Physicians are responsible for the diagnosis and treatment of diseases and injuries under the supervision of Physicians.</p> <p>Student - Physicians are identifiable by ID or a white coat, scrubs or casual or office attire.</p>	<ul style="list-style-type: none"> <li>○ Student – Dentist Student</li> <li>○ Physician Student</li> <li>○ Optometrist</li> </ul>
<b>Vision Care</b>	Vision Care is responsible for administration and monitoring of eye health conditions.	<ul style="list-style-type: none"> <li>○ Ophthalmic Medical Technologist</li> <li>○ Ophthalmic Technician Orthoptist</li> </ul>
<b>Volunteers</b>	Volunteers are responsible for enhancing the quality of care and services delivered by staff.	<ul style="list-style-type: none"> <li>○ Volunteer</li> </ul>
<b>Others</b>	Healthcare providers not categorized.	<ul style="list-style-type: none"> <li>○ Hairstylists</li> <li>○ Medical Photographers</li> <li>○ Midwives</li> <li>○ Teachers</li> </ul>
<ul style="list-style-type: none"> <li>○ *Porters and Service Aides used to be categorized under General Support Services.</li> <li>○ **Student – Others, Student – Nurses and Student-Physicians used to be categorized under Students.</li> </ul>		