

Today's Take-Aways

Project Horizon

• On November 13th, members of The Ottawa Hospital's *Epic* implementation team made the trip to PRH to visit some of our departments in order to get a good sense of our workflows. Managers responsible for overseeing working groups had the opportunity to meet the TOH *Epic* analysts and tour them around our hospital. The TOH analysts visited a variety of departments where they spoke with front line staff about workflows. They were impressed with our state of readiness as well as the enthusiasm everyone showed.

The best comment of the day was heard on AMH where staff expressed that "This is really happening!"

On November 22nd, we will be hosting the TOH *Epic* Pharmacy team so that we can demonstrate the workflow of the medication delivery system from Pharmacy to the patient. If you see this team on your units, please feel free to ask *Epic* questions related to medication delivery.



Security Guards Prepare To Join Our Team

• We are pleased to announce the addition of our new security guards to the PRH team! They come with comprehensive training in use of force, Gentle Persuasive Approach (GPA), and Non-Violent Crisis Intervention (NVCi).

Our security guards will support us during Code White situations, and have been trained in:

- Restraint application
- Code White response

Today's Take-Aways Continued

- Infection control measures
- Searching patient property under the direction of nursing staff
- Violence/Aggression Assessment Checklist (VAAC) identification process

We ask all staff to be welcoming and patient as we integrate these new members into our workflow. The security team will need guidance and support from group leaders and nursing staff as they become accustomed to our procedures. Please also note that the new security guards will take direction from the Code Captain in all situations where they are involved.

We would also like to extend a special commendation to Caroline Fremont for her exceptional efforts in training our new security guards. Her dedication and hard work have been invaluable.

These changes will take effect starting December 2, 2024. Please note that the security hours will remain unchanged.

Take Our Kids to Work Day 2024

• The Pembroke Regional Hospital Take Our Kids to Work Day 2024 that took place on November 6th was a success! Thank you to all team members who participated and shared details of their health care journey. Your commitment not only to our hospital, but to your profession was truly inspiring. The 13 Grade 9 students loved the tours of Surgical, Obstetrics, and ED/ICU. They also enjoyed the PRH Jeopardy game, the CSI cleaning activity with the help of our Environmental Services team, and other team building activities hosted by Human Resources. Thank you again to all who made the day such a fun event.



Trillium Gift of Life Network (TGLN)

• In October, we received seventeen notifications with three moving forward to donate tissue: one multi-tissue donor donating ocular tissues, bones, and skin, and two ocular tissue donors.

Thank you to Tracy B. from the ED, Julie Bramburger from Medical, and Kaylena Richard from the ICU for notifying Ontario Health (TGLN) as part of high-quality end-of-life care and allowing these patients to honour their decision to donate. Many lives have been enhanced as a result of these generous donors and your team's notifications.

While the other 14 notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for donation to be assessed:

ED: Rilak Patel, Samantha Wojtowicz, Devin Cousins

Medical: Trina Roesler, Adrienne Smith, Cheryl Kenny, Jackie Copeman

Resource Team: Jamie Lynn Hunt / Rehab: Olivia Brown

ICU: Brianne Vecchiola, Pauline Godin, Kaylena Richard, Rich, Autumn-Lee Patovirta

Today's Take-Aways Continued

Departmental Updates

Human Resources

- Welcome to the team! Please extend all new staff a very warm welcome.

October: Brooke Felhaber (Diagnostic Imaging), Robyn Levesque (ICU), Emma Lindsay (Rehabilitation), Morgan Liverance (Resource Team), Dalia Naaman (Mental Health Services), Michael Tremblay (Environmental Services), Kristen Youngs (Surgical)

Infection Prevention and Control (IPAC)

• The IPAC team has been working diligently to improve hand hygiene compliance, specifically at moment one (before initial patient/ environment contact). Through targeted education, on the spot feedback and other initiatives, we have identified a significant improvement in overall hand hygiene compliance over the past few months. Thank you and congratulations to the Medical Department for achieving 100% compliance at moment one and 96% compliance for all four moments combined and the Surgical Department for achieving 94% compliance at moment one and 95% compliance for all four moments combined during the October audits. These results surpassed the organizational audit results for the month. Thank you for your dedication to maintaining the highest standards of hand hygiene.

Medical Affairs

- Please give a warm welcome to the newest members of our professional staff:

Dr. Sarah McRae will be joining the Emergency Department starting November 14th.

Occupational Health and Safety

• A reminder that Flu and COVID shots are still being offered in a variety of ways including roaming and stationary clinics for staff and physicians. Please listen for announcements. These shots are also available in the Occ Health office and can be booked by calling 7202. If you have obtained either of these vaccinations externally, please send us a copy of your documentation so that we can update your file and enter you in our prize draw.

• Save the date! We are planning to host a Family Flu Shot clinic on Saturday, November 23rd. Stay tuned for further details.

• Please remember that our facility is "scent sensitive" and staff should be using low scent or unscented personal care products. Be aware that we do have staff who are reactive to scents which can result in a range of reactions from mild to full blown anaphylaxis. While we can't always control what our patients and visitors use, we can minimize the risk to our co-workers by being mindful of what we use. Thank you.

Operating Room (OR)

• OR On-call room - As part of the departmental engagement driver, one of the action items was to improve the on-call space for the OR nursing team that is required to stay overnight when on-call.

For those who are not aware, when there is an emergency, the OR on-call team is required to be on site within a 20-minute (max) time period. The majority of the members have to stay on site due to this reason. The rooms where they stay were in great need of a renovation.

The two OR on-call rooms now feature new furniture, bedding, mattresses, and black out curtains. Sleep is very important when on-call, so we wanted to ensure that the sleep space offers the best sleep quality possible. The team now also has a dedicated small kitchenette, a lounge and bathroom space.

• In an effort to build efficiencies in the OR, the team has been working very hard at completing four joints (knees) in an elective list. Elective cases run from 8 a.m. to 3 p.m. and, up until now, we have only successfully achieved three joints in a day.

Today's Take-Aways Continued

A few very important components that will continue to support 4 joint days are the following:

- The contract for joints has changed, which minimizes the number of trays required to set up for a joint surgery. Currently the team can set up six or more trays but with the Persona Efficiency Model, there are only two trays that are required to be opened and set up.

- EVS and Nursing staff have collaborated and worked on necessary cleaning in between cases to help support room turnover efficiencies.

- A temporary RNAA (Registered Nurse Anesthesia Assistant) position has been created and will be starting early December. The role of the RNAA will be to support Anaesthesia, specifically with orthopaedic surgeries, which will also allow for more efficient throughput and treatment. This position is temporary until the end of the fiscal year (March 2025) to help specifically with this initiative.

- Nursing ortho champions have also created revised standard work processes for room prep, intra-op processes and room turnover to help ensure all members are consistent with their processes. We were fortunate to send some nursing staff to a partner hospital to observe their processes as well, an ortho champion from QCH came to our department to provide their feedback and suggestions as well.

Ultimately, increasing the number of joints done in an elective day will allow us to provide care in a more efficient manner which helps reduce the overall wait times for these patients.

Pharmacy

- On Wednesday, to deal with an ongoing drug shortage, the Pharmacy team pulled together and implemented prepared bags of piperacillin-tazobactam 2.25g doses for nurse administration.

This was an incredible team effort on the part of many Pharmacy staff members with very little time to make this happen.

The various tasks involved preparation and verification of a compounding recipe, developing labels, creating drug files, BD Pyxis programming (both in the server and at the ADUs), changing patient medication orders in Anzer to prompt for the pre-mixed bags to be accessible from the ADU, making space in refrigerators, making barcode labels, communicating the change to front line staff, management, and Clinical Resource, and the actual preparation of the bags in our sterile compounding facilities!

As hard as it is for nurses to reconstitute the piperacillin-tazobactam vials, it is equally challenging for us! The main difference being that our vial was significantly larger than that used by our nursing colleagues! All in all, we got the job done with only a few of the 2.25g vials remaining in the organization. Great teamwork everyone!

- The annual Ontario College of Pharmacy Hospital Assessment took place on October 23rd.

The Accreditation process includes assessments of the Pharmacy's sterile rooms and medication delivery processes at the point of receiving medication in the pharmacy to patient administration. This year, the clinical tracer was completed in the Emergency Department where the process of giving a narcotic was followed. The tracer activities in both the Pharmacy and the Emergency Department were closed nicely, meaning that all processes followed the standards perfectly.

The Accreditor was impressed with the plan to soon implement an automated narcotic safe (CII Safe) in the Pharmacy. The Accreditor was very pleased with the progress with the sterile rooms as well as medication delivery using the ADU's and looks forward to where we will be when Epic is in place.

Only one action was suggested going forward, this is a remarkable improvement from years past.

Congratulations to the Pharmacy, Clinical and Environmental Services teams for your collaboration with improving medication safety.

Highlights From Sabine's November 1st and 8th Messages

Hello and welcome to November! It's with both sadness and excitement that I announce Melanie Henderson's upcoming departure from Pembroke Regional Hospital. Melanie has served as our Vice-President of Clinical and Support Services, Partnerships & Integration for the past two years with utmost professionalism, and she has recently accepted an exciting role closer to her home with the Royal College of Physicians and Surgeons of Canada, where she will be leading their member engagement and stakeholder relations strategy on a national scale.



While this transition is a wonderful professional growth opportunity for Melanie, it is also bittersweet, as her time here at PRH has been filled with meaningful experiences and lasting connections.

Melanie will start in her new role on January 6th, and we look forward to celebrating her contributions to PRH and wishing her well as she embarks on this new chapter. Please join us in thanking Melanie for her exceptional leadership and dedication. She will always be a part of the PRH family, and we know she will continue making invaluable contributions to healthcare in her new role.

Staff Engagement Survey

Following a successful Accreditation process in April, 2023, our hospital has transitioned to a new Accreditation Canada program called Qmentum Global. Under this new program, we are required to use a standardized Staff and Physician Engagement Survey which is provided by Accreditation Canada. This represents a significant change for us as we previously used our own Satisfaction and Engagement Survey and were able to submit the results for Accreditation purposes.

The new survey is longer – 70 questions, with an average completion time of 15-20 minutes and the timing of the survey has also changed, with rollout to take place next week.

Many of you will feel like we just completed this, and we did, in February of this year. Accreditation Canada has new guidelines on the timing of the survey, therefore we need to roll this out now.

In order to receive exemplary status from Accreditation Canada, our staff and physician participation rate in this survey must be a minimum of 50% - please help us to get there! In the past we had a completion rate of 60% and above. I know we can get there together!

In past years, we've heard concerns about the anonymity of the survey results. While we've tried to assure everyone that indeed the results are anonymous, one benefit of the new survey is that it's housed on a secure accreditation portal further ensuring that there is no way of directly identifying respondents.

Epic Communications

I can't tell you how happy I am to hear so much enthusiasm around Project Horizon and our journey to Epic. As you heard at our recent kick off event and through other discussions and comments, there are already a large number of Epic related activities taking place throughout the organization in preparation for the work that will be required over the next year.

But there is also much more to come and I know many of you have questions.

We are currently in the process of developing a communication strategy for Epic that will set in motion a number of tools to ensure that all members of our health care team are well informed every step of the way.

As part of this, we are connecting with other Epic based hospitals to learn what worked well for them and their teams and they are graciously sharing with us some of their more successful communication tools and ideas.

So stay tuned, and know that there will be many opportunities for your direct involvement going forward and as we learn more about the next steps in the implementation process, we will be sure to share them all with you.

Living our Mission, Vision and Values

As we head into this Remembrance Day long weekend, I want to share with you a heartwarming example of how our Mission, Vision and Values are lived through the work we do.

Earlier this week, following an accident that involved some of their students, staff from Algonquin College connected with our Crisis workers seeking onsite support during the emerging situation.

Within a matter of minutes, three Crisis Team members, Christopher Tharby, Rebekah Blokland and Sydney Bourque, were on campus where they supported staff and students and ensured they had access to additional services that could support any ongoing or future needs.

Their prompt response and the compassion they showed in that instance was just one way in which we all have opportunities to live our Vision "Together, we care" through the work that we do. I was very proud and grateful to hear how well received their response was and what it meant to our community partners to be supported in a time of great need.

Thanks to all who were involved in this, and thanks to each of you for the part you play in making a difference in the lives of others.

Grand Opening of our Inpatient Surgical and Day Surgery units

Next Friday will be an exciting day at PRH as we welcome friends, guests, donors, municipal and government leaders, community partners, project leaders and others into our renovated Inpatient Surgical and Day Surgery units as part of an official Grand Opening event.

This major milestone in our hospital's history has been 12 years in the making and will represent a significant improvement in both the patient experience and the workspace for our Surgical team.

The formal part of our opening will take place at 4 p.m. where we will be joined by close to 100 invited guests and media representatives for brief remarks, a ribbon cutting, photos and tours of the various areas.

Each of you, our staff, physicians and volunteers, are invited to come earlier in the day and tour the new spaces at a time exclusive for your viewing, between 1:30 p.m. and 2:30 p.m.

I encourage you all to take advantage of this opportunity to view the transformation before our patients are moved in. I think you will be amazed by how new this 1950s build now looks!

An Update on Visual Improvements at PRH

After meeting yesterday with our Visual Building Improvement Committee, I thought I would share with you some of the enhancements, both internal and external, that are underway or taking place at PRH.

Having contracted a dedicated painting team, we will be moving ahead with a number of priority paint jobs that were identified including our Emergency Department waiting room, and the patient wing on 2nd floor once our Surgical patients have moved back up to third. Our list of areas requiring painting has been prioritized based on a number of factors including those which are patient/visitor facing, but eventually, the hope is to get all areas addressed.

We are also moving forward with ways to improve exterior wayfinding for our patients and visitors. We've seen wonderful examples of external signage at other facilities and we will now be working with a local firm who has done similar projects to see what might be possible and where would be the best locations for clear directional signage.

You will also be seeing a move to more standardized closed in containers for garbage and recycling throughout the public areas of the hospital rather than having multiple mismatched bins and we are looking at covers for our food tray carts that will provide a better aesthetic than having used trays and garbage visible when sitting in the halls. So lots more to come!

And lastly I want to thank all involved for the work that was done to not only clear the second floor corridor to Tower C of all the equipment awaiting repair, disposal or transfer to the warehouse but also to our Environmental Services staff who did a great job waxing the floors and giving a fresh look that is now more inviting to those headed to and from Tower C!

December 7th Christmas Dinner and Dance at Germania Hall

I want to extend my thanks to the PRH Staff Association for the work that has gone into planning this year's December 7th Christmas party. As you know, tickets are on sale until November 29th, and already over 60% of the tickets have been sold this first week alone! Get your tickets while there are still some available! The group did a great job finding ways to make the party affordable for all with tickets costing only \$20 for Staff Association members and \$35 for guests/non-members so let's make it one to remember and fill the hall!

PEMBROKE REGIONAL HOSPITAL
AUXILIARY GIFT SHOP

POP-UP SHOP

AT THE
PEMBROKE MALL

Across from Dollarama

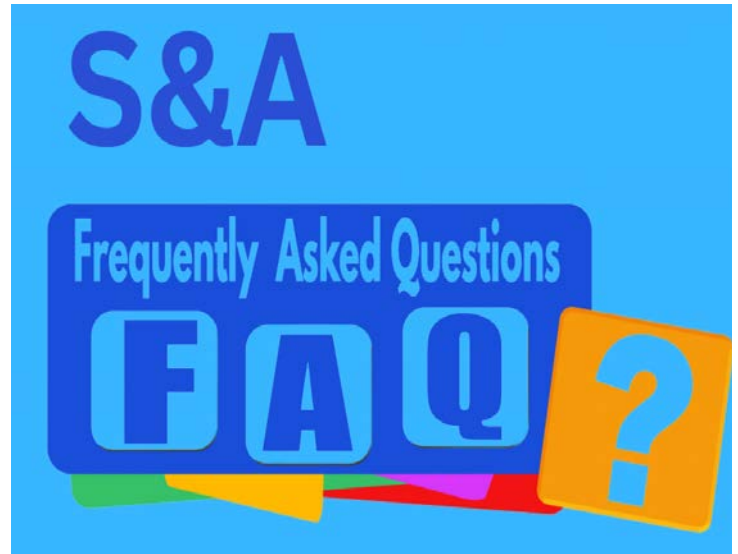
Friday, November 29th - 5:00 pm - 9:00 pm
Saturday, November 30th - 9:00 am - 6:00 pm
Sunday, December 1st - 10:00 am - 5:00 pm

Join us for cookies and hot
cider while you do some
Christmas shopping

LGI Scheduling Mobile Application Quick Start

The S&A LGI Scheduling mobile app is now available for download on both iOS and Android devices. Simply visit the App Store or Google Play Store and search for the LGI Scheduling app.

It is important to note that after November 18th, you will no longer receive test message shift offers and notifications. The default mode for SMS shift offers will be changed to Auto Call.



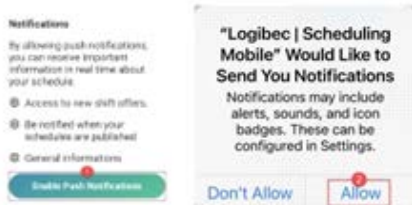
1. Download the Mobile App:



2. Open the app and enter your Client ID and login using your P account and password:



3. Enable Push Notifications:



4. Log into the S&A scheduling program on a computer and update your Automated Callouts preferences and system notification preference to mobile app:

5

5. To receive notifications and bid on available shifts, do not log out of the mobile app. The mobile app is designed to prompt you to login after a 15-minute period of activity. This is useful for staying updated on available shifts without needing to be actively using the app.

Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Presented By

OK TIRE

Catch
the Ace



\$83,000.00



Lottery License RAF1411739

Presented By Hyundai Pembroke

AUTO LOTTO
CAR LOTTERY FOR HEALTHCARE

TAKE THE CAR OR CASH!



BUY YOUR TICKETS

Main Draw LL #RAF1423719 | 50/50 Draw LL #RAF1421876

SPLIT THE POT IS BACK! TICKETS ON SALE NOW!



PARTNER
H

**SPLIT
the POT
Lottery**

WWW.SPLITTHEPOT.CA

HOLIDAY SMILE COOKIES SUPPORT THE PEMBROKE REGIONAL HOSPITAL!

Tim Hortons second-annual Holiday Smile Cookie campaign is returning to Pembroke and Petawawa from Nov. 18 to 24 with 100 per cent of proceeds donated to the Pembroke Regional Hospital Foundation and Tim Hortons Foundation Camps!

Holiday Smile Cookie Campaign funds will go towards the purchase of a new paediatric crib at PRH, for our littlest patients.

Tims

holiday smile cookie™

Nov. 18 - 24

Pembroke Regional
Hospital Foundation
Fondation de l'Hôpital Régional de Pembroke

CONSTRUCTION CORNER

Tower A:

- Cancer Care Project: Adjustments to the air supply in the sterile rooms and rebalancing is scheduled for November 23rd.
- Surgical Project: Most of the deficiencies have been corrected. Lots of last minute details are being attended to in preparation for the Grand Opening. Work started on the 3rd Phase in the 1st floor MDR Room A105 which will be renovated into a meeting room and two offices. Asbestos abatement is starting on Monday, November 18th in this room.
- An access control panel was installed in the rooms A150, A140 (meeting room), and A361 (staff lunch room).

Tower B:

- The leaking tile floor in B132 (housekeeping room) is scheduled to be replaced starting on Monday, November 18th.

Tower C:

- Main Entrance Project: All the drywall was installed inside the new location for Mulvihill Drug Mart and work started on the flooring. A new alcove entrance was installed. Work to get the HVAC air handling unit operational is complete. A solid fence was installed around the unit. Most of the mechanical and electrical work was completed in the C142.1 kitchenette.
- Final plumbing and electrical drawings were received for the installation of a new Reverse Osmosis (RO) unit in Dialysis.

Tower D:

- Medical Day Care Project: The drywall was completed. The headwalls and ceiling grid were installed along with the flooring. Work on installing the new oxygen and vacuum lines is ongoing.

Miscellaneous: The Ontario Ministry of Transportation has approved an EV ChargeOn program funding application for electric vehicle charging stations to be installed in the Deacon Street parking lot.

Medical Radiation Technologist Week November 3-9, 2024



CT
Mammography
MRI
Nuclear Medicine
Ultrasound
X-Ray



#MRTWEEK2024

Shout out to all our medical radiation technologists and sonographers during MRT week. MRTs and sonographers deliver professional imaging and radiation-related treatment services with compassion, enabling patients to benefit fully from cutting-edge medical diagnostic and treatment technologies close to home. This week we celebrate and recognize the contributions of MRTs and sonographers in a patient's journey throughout the healthcare system.

The PRH Staff Association Presents The
2024 Christmas Dinner and Dance
Saturday, December 7th



At Germania Hall, Pembroke

Doors open at 5:30 p.m. / Schmidt's Roast Beef Dinner (Buffet) Served at 6:30 p.m.
Dance 9 p.m. to 1 a.m. (Music by VSM Entertainment) / Prizes
Pizza Late Lunch / Complimentary Non-Alcoholic Beverages

TICKET COST: SA Members \$20 / Non-Members \$35
Dance Tickets Only (9 p.m. to 1 a.m.) \$10 in Advance.



Tickets are available:



November 4-8, 11:30 a.m. to 1:30 p.m. in the cafeteria.

November 13, 20, 27, 11:30 a.m. to 1:30 p.m. in the cafeteria

November 12 - 29, Monday to Friday, 8 a.m. to 4 p.m. Room 231B (Tower C)

All payments by Cash, Cheque or Etransfer (carolyn.levesque@prh.email)

RESERVED SEATING:

Full tables or single seats will be booked on a first-come, first-serve basis.

If booking a full table, all tickets must be paid for at the same time to reserve. All tickets are non-refundable.

For more information, call Andrea @ 7103 or email prh.staffassociation@prh.ca.



PRH Staff Association Treat Day

Featuring A Traditional (Plain) Butter Tart

Distribution Time/Location:
Wednesday, November 20th.

11:30 a.m. - 1 p.m.

(PRH Cafeteria - The Lunch Box)

Pre-Order Deadline - Everyone must pre-order.

Thursday, November 14th, 4pm

All Pre-Orders Must Be Submitted Through Forms

<https://forms.office.com/r/Xyi6iC67M3>



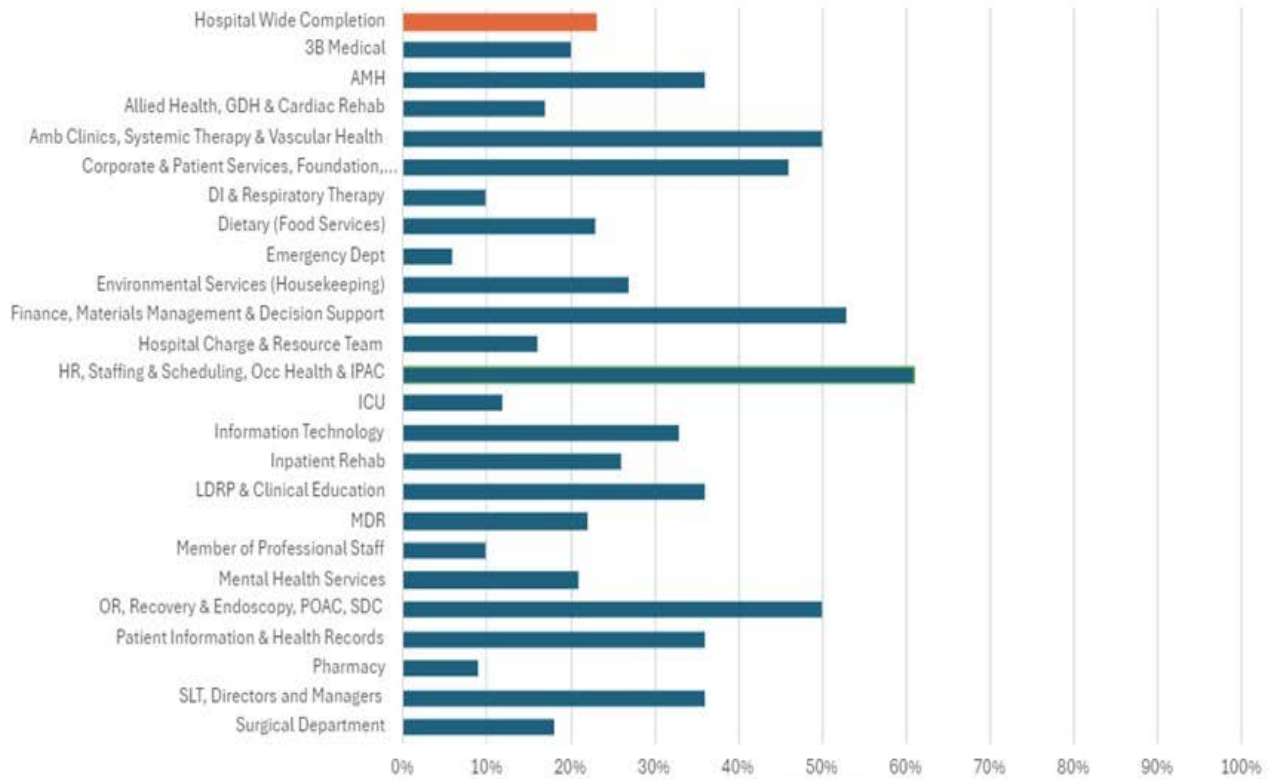
To Assist With The Pre-Order Process, Please Note The Following:

1. Everyone needs to pre-order in order to ensure that we order an accurate quantity.
2. If pre-ordering individually, please note that you will need to pick up your order. It won't be placed with existing group orders.
3. Be sure to include correct and current first and last names on pre-order lists.
4. Please ensure that those on group lists are still in your department and want to be part of the group order.
5. Please confirm that those on your list would like the treat of the month.

Staff and Physician Satisfaction & Engagement Survey

Percentage of Completed Staff and Physician Engagement Surveys

Leaderboard



Current Leaders

- ❖ HR, Staffing & Scheduling, Occ Health & IPAC
- ❖ Finance, Materials Management & Decision Support
- ❖ Amb Clinics, Systemic Therapy & Vascular Health
- ❖ OR, Recovery & Endo, POAC, & Surgical Day Care

How to access:

- Scan this QR code with your phone's camera.
- Visit <https://survey.healthstandards.org/en-ca/launch/a1189392-fbd0-4010-87d0-1ef5e3f49ab1>
- Click on Survey link on intranet
- Click on Survey link on Staff Resources section of PRH website
- Access on The Loop Facebook Page



Prizes to be Won!

Teams with a **50 %** participation rate will receive a **treat basket**.

2. All team members on teams with a **65%** participation rate will have their names entered to win a **gift card**.

3. All team members on teams with an **80%** participation rate will have their names entered to win **2 Tickets to an Ottawa Senators' game** donated by The Cooperators. **(January 25th - Senators vs Maple Leafs Section 108, Row D, Seats 9 & 10)**



CELEBRATIONS

To include a special message in this section, email celebration&recognition@prh.email.

- Celebrating **Kaley Lapierre** - I wanted to share a compliment from our Patient Advisor on the Discharge Communication Driver. She commented on how tremendously impressed she is with you at each of our meetings. Your positive approach, can-do attitude and humble leadership style really make an impact and it doesn't go unnoticed. Thank you for all that you do! *Melanie Henderson*

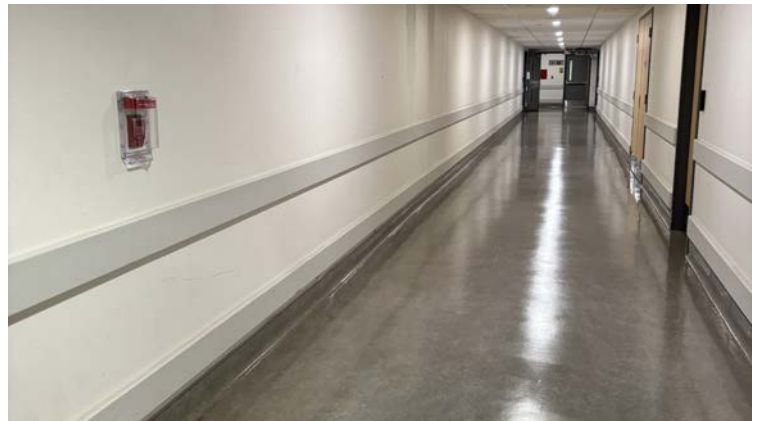
- The HR Team would like to celebrate **Rachel Robertson** for stepping in yesterday, Nov 6, for *Take Our Kids to Work Day*. One of the managers had to cancel their time slot due to illness and Rachel stepped in very last minute to take over the spot. We appreciate Rachel taking time out of her busy schedule to come chat with the group about LDRP! Thank you! *Bailey and Andrea H, HR*

- The HR team would like to celebrate **Brooke U** in Emergency for stepping up and filling a slot for the *Take Our Kids to Work Day* on November 6, 2024. She spoke well, held the group's attention, and some students even expressed that she was their favourite speaker of the day! Thank you, Brooke!!

- I would like to thank the **Maintenance and EVS teams** for the amazing work they did in clearing the hallway beside the maintenance shop. In order to keep this area free of items please follow:

Standard Work Process for: Asset Removal or Repair in Policy Medical if you have equipment or furniture that is broken or needs repair.

Please do not bring items to this area, once a maintenance work order is submitted on Megamation, print it and attach it to the item for pick up. *Cheryl Summers*



- Sarah Selle celebrated **Amy Warlich** for her initiative in aligning the Pharmacy department status update with our Strategic Plan. Well done and thank you for your leadership! Thank you, *Sabine*

- Sarah Selle and I want to celebrate **Bailey Lance-Provencal** for doing an excellent job in leading the quality improvement work on the group leader standard work. It was wonderful to see the difference it makes in unit level communication but also very convincing when you demonstrated on how you use the information and go back to it when needed. Well done!! Thank you, *Sabine*



**PATIENT TRANSPORT STAFF
GOES THE EXTRA MILE**

**National Patient Transport Week
November 3-9**

**This week we are celebrating the great
work of our porters!**



Hôpital Régional de
Pembroke
Regional Hospital



**ALLIED HEALTH
PROFESSIONALS WEEK**

November 3-10, 2024

**This week we are celebrating all of the
Allied Health Professionals who are part
of our health care team!**



Hôpital Régional de
Pembroke
Regional Hospital