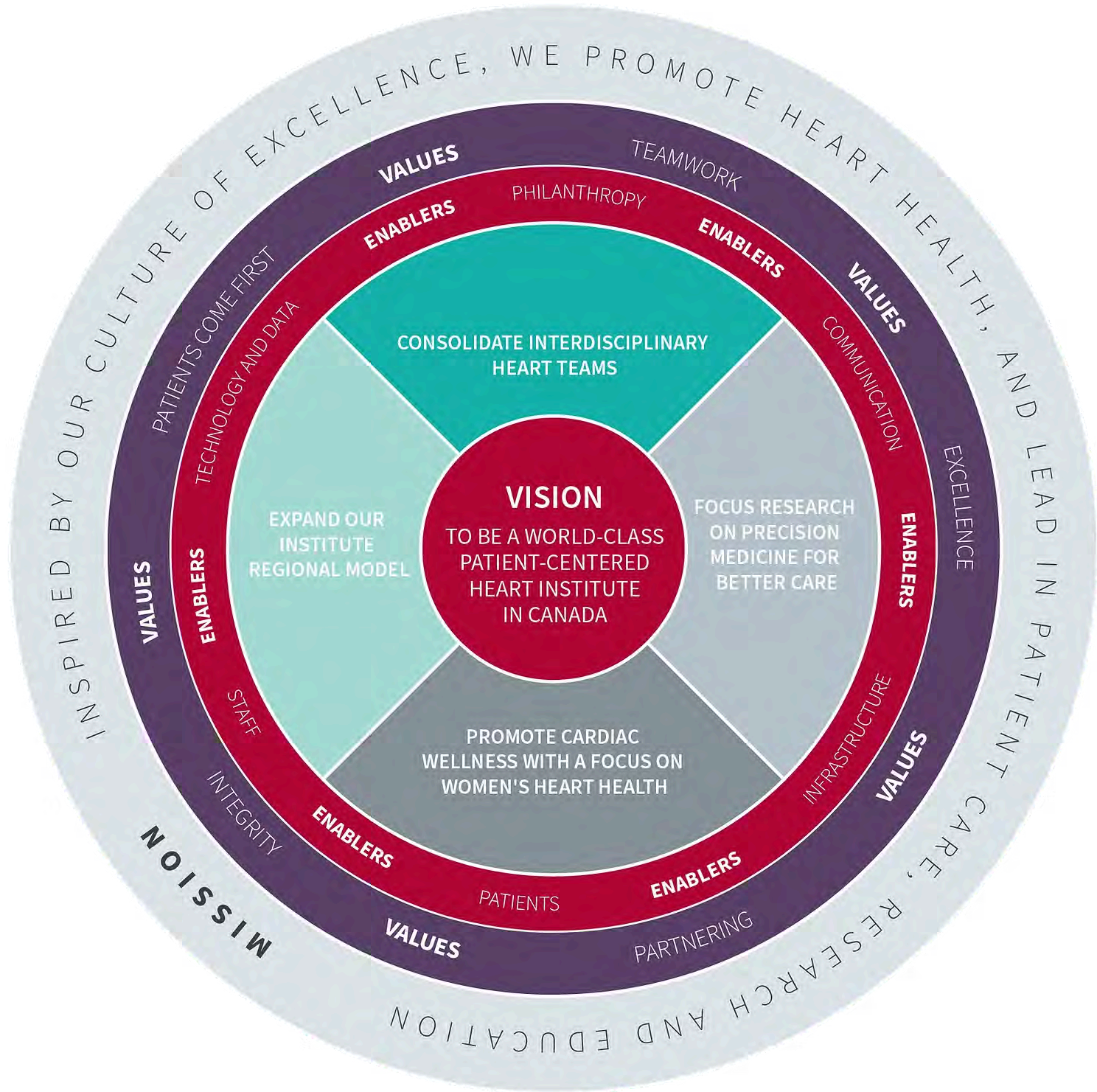


# ANNUAL REPORT

## 2023-24





# A joint message from the chairman of the board of directors and the Heart Institute's president and CEO



Nearly ten years ago, we developed a strategic plan to guide the Institute through the next phases of its evolution.

We were not only committed to preserving the legacy established by our visionary co-founders Dr. Wilbert J. Keon and Dr. Donald S. Beanlands, we also sought to continue to innovate and excel and to elevate the Heart Institute onto the world stage as a leader in cardiovascular care, research, and education.

By the end of 2018, we had expanded our facilities to include a state-of-the-art critical care tower, improving our operational capacity by 50%. This project represented the largest expansion in our history to date.

Over the years, we have worked diligently to reinvent how cardiovascular care is practised, and how heart diseases are diagnosed, treated, studied, and prevented. Our concept of “heart teams” continues to influence care delivery in centres of excellence across our region and beyond. In fact, just this year, we established a new team – our ninth – to investigate innovative ways to deliver and enhance care for patients in cardiac rehabilitation.

We have launched holistic new centres to lead influential research projects, improve patient care and outcomes, and raise awareness through education and advocacy. The beginning of 2024 is marked by the launch of two new additions. Our Canadian

Centre for Rare Cardiac Conditions emerged as the world's first centre of excellence of its kind. Most recently, we opened our Data Science Centre that will be key to further enable data science, artificial intelligence, and machine learning at the Heart Institute and beyond our doors.

By leveraging technology and partnerships, we are continuously expanding our reach to include patients across the Champlain region and in communities across Canada. This past year, we redesigned our website with responsive layouts, advanced content management features, and sophisticated analytics, making our content more accessible to our patients and visitors.

We have invested heavily in research, too. Our focus on precision medicine, big data, women's heart health, cardiac imaging, and genetics has led to our improved understanding of cardiovascular disease, and better access and outcomes for patients each year. The Brain-Heart Interconnectome, supported by a \$109-million grant from the Canada First Research Excellence Fund, is one such example that will lead to better diagnostics, therapeutics, prevention, and bedside care for patients affected by brain-heart diseases.

The Heart Institute's success is profound. Our achievements are a direct reflection of the qualities and passion of our nurses, physicians, allied health personnel, researchers, support staff, patients, volunteers, partners, and our community. Your generosity and dedication have been instrumental in advancing our research efforts, expanding our programs and services, and investing in the latest technological advancements. Together, we have built a legacy that will continue to inspire generations to come.

As we enter an exciting phase of strategic planning for the years ahead, rest assured, we remain committed to providing exceptional care, research, and training opportunities. There will be even greater focus on fostering a collaborative and inclusive working and learning environment for our healthcare professionals.

Thank you once again for your commitment. Let us celebrate last year's achievements and embark on a new era of growth and excellence.

With sincere appreciation,

**Dalton McGuinty**

Chairman of the Board of Directors

**Dr. Thierry Mesana**

President and CEO

University of Ottawa Heart Institute

# The legacy of our third president and CEO

March 2024 marked the culmination of Dr. Thierry Mesana's tenure as the third president and CEO in the Heart Institute's history. To recognize this milestone, we held celebratory events in his honour. As a tribute to his role in establishing the Data Science Centre and in completing the largest expansion in the Heart Institute's history, we presented two commemorative plaques to Dr. Mesana in the final weeks of his presidency.

The changes Dr. Thierry Mesana brought about as president and CEO will influence health care in the region for years to come.

[Read about Dr. Mesana's legacy](#)





## Direction 1

### Consolidate interdisciplinary heart teams

Heart teams play a pivotal role in shaping the future of cardiac care locally, regionally, and beyond. At the University of Ottawa Heart Institute, these interdisciplinary teams are comprised of clinical experts from various cardiac subspecialties, including members from medicine, nursing, allied health, and research, all driven by our desire for collaboration and innovation.

### Heart teams for patient-centred care, research and education

From the beginning, our goal with heart teams was always to improve patient care. We outline below how heart teams have delivered on that promise.



#### Cardiac Imaging

This team has harnessed its vast datasets to create AI applications that can advance diagnosis of cardiac diseases.



#### Complex Arrhythmias

This team has designed a self-management tool to help patients with atrial fibrillation understand when symptoms require a physician's intervention and when symptoms are severe enough to call 911.



#### Complex Coronary Revascularization



#### Critical Care



This team has held weekly multidisciplinary heart team rounds to discuss treatment plans for patients, challenging cases, and how to enhance collaboration.



This team developed and launched an urgent response protocol for rapid resuscitation following gastrointestinal bleeds and vascular complications.



### **Heart Failure**

This team has held a regional symposium on heart failure best practices, attracting more than 100 community healthcare professionals from across the region and beyond.



### **Valvular Heart Disease**

This team has launched a mobile screening program to test for early signs of heart valve disease. To date, the program has screened more than 500 individuals in Ottawa and the surrounding area alone.



### **Virtual Care**

This team developed a virtual telemonitoring platform to follow patients after cardiac surgery upon discharge and monitor for post-operative complications to reduce emergency visits and hospital readmissions.



### **Women's Heart Health**

This team continues to promote sex- and gender-based research across the Heart Institute and has hosted educational webinars on women's heart health.

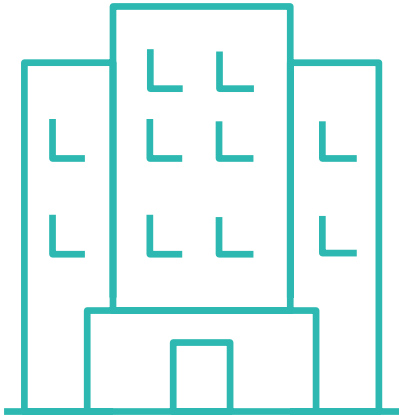


### **New Heart Team in 2023-24!**

#### **Cardiac Rehabilitation**

This team investigates innovative ways to deliver and enhance care for patients in cardiac rehabilitation.

## Direction 2



### Expand our regional institute model

As an early adopter of telehealth technologies, the University of Ottawa Heart Institute has been reshaping the delivery of health care for more than two decades. We now offer a full range of patient-centric care services designed to work within the current environment in which we live. The result is a better, faster, and more accessible approach to health care than ever before.

Here is how we have expanded [our model](#) to bring the Heart Institute to you.

### Improving cardiac care throughout the Champlain area

Our regional education program provides ongoing support and education to healthcare professionals in the region. Sessions delivered throughout the year help staff of partnering hospitals better understand and prepare for the care and management of heart patients. Presented below are three recent highlights.

- **Regional Education Day:** This year's program, presented in collaboration with The Ottawa Hospital and the Royal Ottawa Mental Health Centre in June, focused on the increasing complexities of cardiac patients and featured sessions about caring for patients with cardiac arrest, heart failure, transplant and left ventricular assist devices.
- **Cardiac Nursing Series - Journey of the patient with arrhythmia:** Last November, close to 200 participants attended our hybrid event targeted to those in nursing and allied health.
- **Women's Heart Health Annual Education Day:** More than 350 participants attended a special [one-day educational event](#) in February 2024 during which the Canadian Women's Heart Health Centre shared the latest updates and best practices in the field.

## Expanding the Remote Monitoring Program to include surgical patients

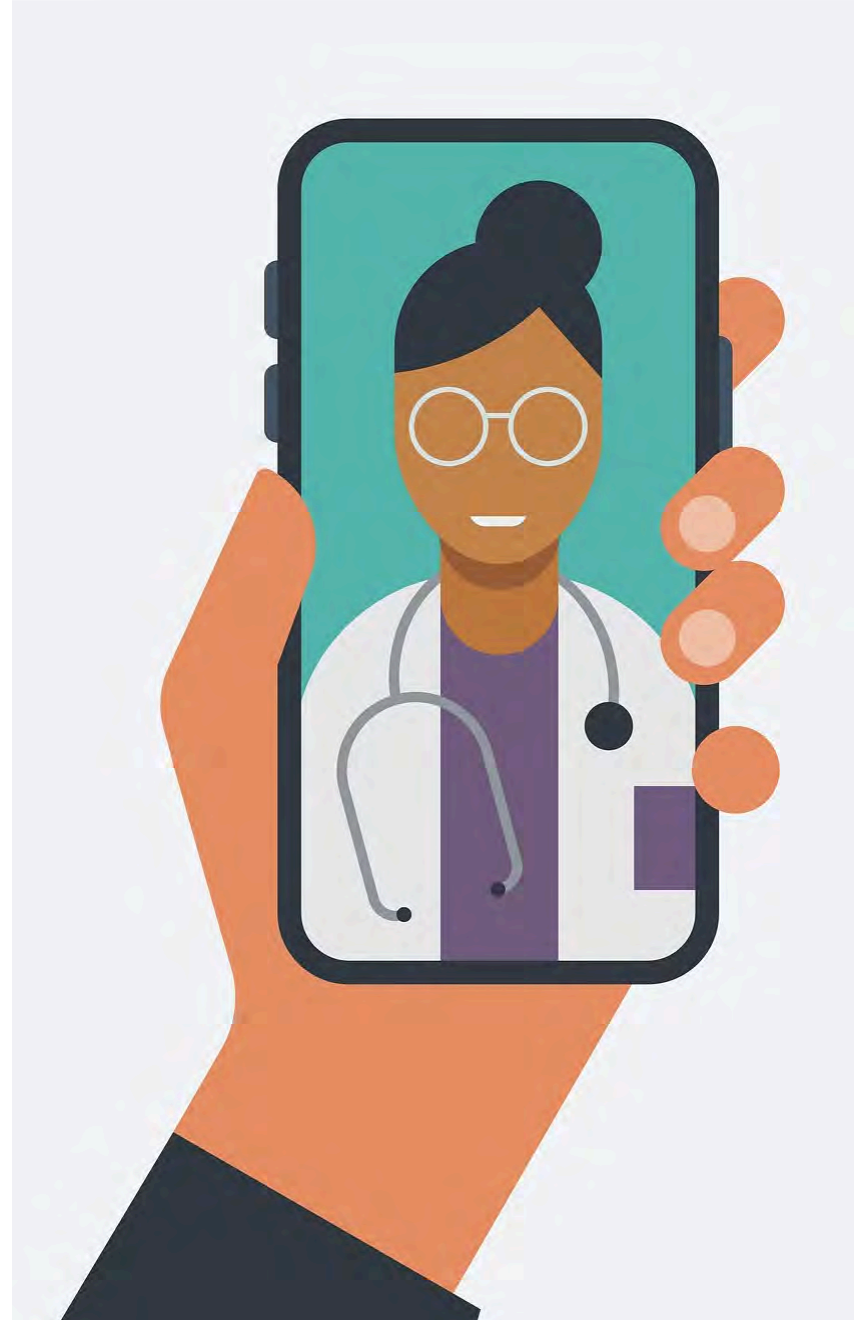
The Heart Institute recently expanded its Remote Monitoring Program to include discharged surgical patients. To help monitor patients at home, we now train patients to use tablet computers to take pictures of their wounds, and to send them back to the nurses at the Heart Institute for review. In this way, through virtual visits and monitoring, we continue to provide world-class care while allowing patients to leave the hospital earlier. **Read** more in the [Canadian Healthcare Technology Magazine](#).

## Educational webinars continue to reach patients and providers

HeartWise webinars cover an array of health topics related to cardiac wellness. New presentations are uploaded regularly, and past webinars are available to watch on demand. In 2023-24, we delivered 17 webinars garnering over 800 participants.

## Improved access to your health and medical information with MyChart

MyChart connects patients to nine partners in the region. Over the previous fiscal year, we've observed a 76% increase in active accounts.



### Direction 3

**Focus research on precision medicine for better care**



Clinical research, big data, women's heart health, cardiac imaging, and genetics. These are some of the most significant focus areas for researchers at the University of Ottawa Heart Institute today.

**A year in research:** The [Research Beat Year in Review](#) showcases and celebrates cardiovascular research excellence in Ottawa. It features success stories from researchers at the University of Ottawa Heart Institute, as well as from researchers engaged in cardiovascular research across the region.

## Research by the numbers 2023-24

**65**

Research faculty,  
including 28 scientists  
and clinical scientists

**\$18M**

awarded in peer-  
reviewed grants

**356**

published  
research articles

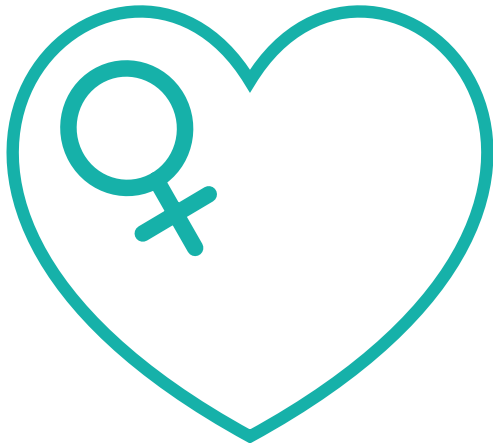
**315**

active clinical  
research studies

**14**

endowed  
fellowships  
awarded

## Direction 4



### Promote cardiac wellness with a focus on women's heart health

The University of Ottawa Heart Institute offers programs, education and services for the prevention and management of cardiovascular disease risk factors to patients, families, healthcare practitioners, and the public.

Women are under studied, under diagnosed, under treated, and under aware when it comes to cardiovascular disease. That's why, in 2014, we established the [Canadian Women's Heart Health Centre](#). Every day since, we have worked to narrow the gaps in care delivery and ensure women are as well informed and well cared for as men.

Here is how we continued to make good on our promise to promote cardiac wellness in our communities.

### National summit on women's heart health held in Vancouver

The Canadian Women's Heart Health Centre (CWHHC) proudly hosted the Canadian Women's Heart Health Summit (CWHHS) in Vancouver, British Columbia last April. Presented in collaboration with Heart & Stroke, the University of British Columbia Centre for Cardiovascular Innovation and the Leslie Diamond Women's Heart Health Clinic, the CWHHS is the only event of its kind and has become the national reference point for health professionals seeking up-to-date knowledge of women's heart, brain and vascular health. **Read** the [post-summit highlight report](#).

### The country's cardiovascular health hub for women



In August, the Canadian Women's Heart Health Alliance (CWHHA), which is powered by the CWHHC at the Heart Institute, became one of ten virtual hubs to receive a significant investment from the federal government to fuel important research aimed at improving the health of Canadian women. **Read** the [news release](#).

## From coast to coast to coast, Canada wore red for women's heart health

The Canadian Women's Heart Health Centre and its national alliance once again celebrated Wear Red Canada on February 13. Events held online and across the country raised important awareness about women's heart and vascular health. This year, more than 400 Canadians signed up to take part in the Wear Red Movement Challenge. **Read** our [campaign highlights](#).



## Heart Institute nurses and allied care professionals train as Obesity Champions

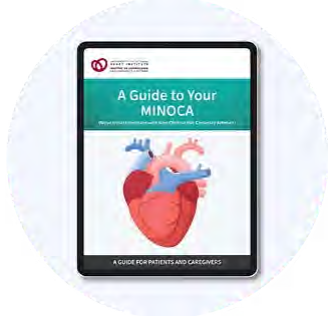
A cohort of nursing and allied health providers from the Heart Institute took part in Obesity Champion Training Day to become Obesity Champions. Speakers addressed critical aspects of obesity care ranging from the lived experiences of individuals with obesity and heart disease, the intricate physiology of weight and appetite regulation, evidenced-based treatments, and strategies to reduce weight bias and stigma. **Read** this blog post by [Obesity's Canada to learn more](#).

To further reduce weight bias in the healthcare system, we have developed several key educational resources, including [a patient guide and video presentations](#).



## World's top quit-smoking experts converged in Ottawa

In January, national and international smoking cessation experts once again united in Ottawa to participate in the [16th Annual Ottawa Conference: State-of-the-Art Clinical Approaches to Smoking Cessation](#), Canada's premier event promoting the latest ideas and evidence in clinical tobacco treatment, program development and smoking cessation research. Read a story in [The Globe and Mail](#) in which Dr. Andrew Pipe comments on the measures taken by the New Zealand government to limit tobacco use in that country.



## Two new guides to empower patients and caregivers

Last year, the Heart Institute introduced two new patient guides to round out its impressive lineup of educational resources available to patients, their families and caregivers. A panel of expert professionals developed the materials with the input of patient partners. Download [\*A Guide to Your MINOCA \(Myocardial Infarction with Non-Obstructive Coronary Arteries\)\*](#) and [\*A Guide to Women's Heart Health\*](#).



## Heart Institute hosts first-ever "Sharing is Caring" event

In February, patients, their families and caregivers, and community partners took advantage of a unique opportunity to learn about cardiac rehabilitation research outputs related to physical activity, mental health, personal relationships, and smoking cessation. The Heart Institute organized [a fun and interactive event](#), complete with engaging speaker presentations, a moderated Q+A, educational booths, and a Nordic walking demonstration.



## International conference for rare cardiac conditions

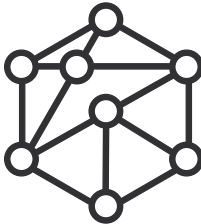
In February, the Canadian Centre for Rare Cardiac Conditions hosted its [second annual international conference](#), an all-virtual event coinciding with International Rare Disease Day. Healthcare professionals, researchers and policymakers tuned in to learn about the challenges and opportunities in understanding and treating rare cardiac conditions.

## Technology and data



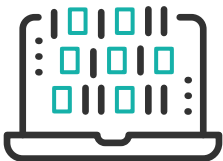
### Cybersecurity initiatives to keep the Heart Institute safe

AI-driven threat hunting software, enhanced endpoint device management tools, a multi-factor authentication server upgrade, complex password requirements, and a state-of-the-art network cloud backup are but a few examples of recent safeguards completed to enhance the Heart Institute's overall security posture and protect sensitive data from potential threats.



### Grand opening of state-of-the-art Data Science Centre

In March, the Heart Institute opened [the Data Science Centre](#), a digital innovation hub that leverages cardiovascular data science, artificial intelligence, and machine learning to advance cardiovascular research and improve patient care. The Data Science Centre is both a physical space at the Heart Institute, occupying more than 3,150 square feet (about the area of a tennis court) of hotelling space and meeting/conference rooms; and a virtual one, connecting data repositories, including Cardiocore, the Population Outcomes Research Unit (PORU) and EPIC, for data science projects. **Read** more in coverage by [MSN Canada](#).



### Integrating Epic and Cardiocore to enhance research, data science initiatives

Information technology teams at the Heart Institute have integrated Epic Systems with Cardiocore, the institute's internal patient records database. By combining these two systems, our researchers and scientists now have access to a complete and more robust dataset for their research studies and data science projects.

## Philanthropy



### **Jump In™ for women's heart health**

In September 2023, the University of Ottawa Heart Institute Foundation held its fourth annual 30-day physical activity event for women's heart health. Over 1,000 participants across the country raised \$296,000 and completed over one million minutes of movement.



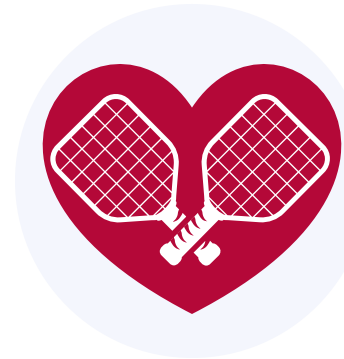
### **February is Heart Month**

During *February is Heart Month*, the community raised \$1.25 million dollars to promote cardiovascular health. They participated in the *Light the Capital Red* initiative and purchased paper hearts, with over 100 community initiatives happening throughout the month.



### **The Wilbert Keon Memorial Golf Tournament**

The second annual *Wilbert Keon Memorial Golf Tournament* was hosted at the legendary Royal Ottawa Golf Club. Nearly 200 golfers played in the tournament, and raised over \$215,000, a testament to the enduring legacy of Dr. Keon and the unwavering support of the community.



### **The Ottawa Pickleball Classic**

The inaugural *Ottawa Pickleball Classic* was held this past year at the RA Centre in support of the UOHI Foundation and raised \$30,000. Players of all levels were welcomed, and local celebrity athlete and former Ottawa Senators team captain Daniel Alfredsson rallied for the cause.



## Heart Institute Foundation annual report for 2023-24

Read the [UOHI Foundation's annual report](#) for more information about the generous donations received from the community and the allocation of funds.

## Communication

### A website redesign

The Heart Institute recently completed a website redesign resulting in a sleek, user-friendly new interface, with enhanced functionality and usability features.

### Key features

- **Responsive layouts** greatly improve viewing and reading, especially on mobile screens.
- **Advanced content management functions**, including an intuitive and user-friendly interface, promote easy content creation, editing, and publishing.
- **Sophisticated analytics** streamline the measurement, collection, analysis, and reporting of web data to better understand user behaviour.

### Social media growth\*

<b>10,495</b> followers (+2%)	<b>8,987</b> followers (+24%)	<b>8,022</b> followers (+3%)
-------------------------------------	-------------------------------------	------------------------------------

<b>6,650</b> followers (+27%)	<b>2,954</b> followers (+11%)
-------------------------------------	-------------------------------------

- **Accessibility features** support inclusivity across all webpages.



Year after year, the Heart Institute's website records about **2.5 million unique visits** from users in Canada and abroad.

\*Growth represented as a percentage over the previous fiscal year.



## Media coverage

Media regularly turn to our healthcare professionals for their expertise on a wide range of important heart health topics. For one recent example, read this [CBC article about stress and your heart](#). In 2023-24, the University of Ottawa Heart Institute appeared in over 1,000 articles published by verified print and online sources. **Read [some of our most noteworthy headlines](#)** on our website.

## The best of *The Beat*

These are our top five articles from **2023** as determined by page views.



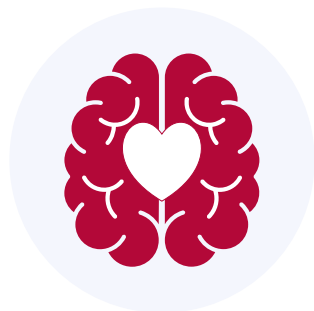
## Communication+

The University of Ottawa Heart Institute's communication team works closely with all units, departments and divisions across the organization. Here we highlight how collaboration within the organization has helped us deliver on these projects.



### **+Cardiology:** Launch of Canadian Centre for Rare Cardiac Conditions

Earlier this year, the Heart Institute launched the [Canadian Centre for Rare Cardiac Conditions](#) (CCRCC), an international centre of excellence specializing in team-based care for patients living with rare cardiac conditions and their families. The CCRCC is the vital hub that connects individuals with rare cardiac conditions to the specialized clinics at the Heart Institute for evaluation, diagnosis, treatment and rehabilitation.



### **+Research:** First-of-its-kind interdisciplinary research program to investigate brain-heart linkages

Researchers from the Heart Institute and the uOttawa Brain and Mind Research Institute established the Brain-Heart Interconnectome with a \$109-million grant from the Canada First Research Excellence Fund. The program connects top researchers from across the country and beyond to improve the understanding of the link between co-occurring brain-heart diseases. **Read** the [news release](#).



## +IDEA committee: Educational materials for patients and staff

The Heart Institute believes that inclusivity, diversity, equity, and accessibility (IDEA) must be hallmarks of our culture. Below are but a few of the initiatives from the past year that highlight our work in these areas and demonstrate our ongoing commitment to IDEA in the workplace.

- Launched staff and patient surveys from which the feedback and insights collected will inform policies and initiatives.
- Formalized an [official corporate statement](#) addressing how facets of EDI (equity, diversity and inclusion) are achieved.
- Developed [land acknowledgements and visual email and presentation inserts](#) for staff.
- Staff completed mandatory online training modules to better understand discrimination and bias.

## +Clinical: Educational materials for patients

Between April 2023 and March 2024, we produced [12 educational materials](#), including [five patient guides](#) and two booklets. We produced several new handouts to help patients better understand and manage their disease, including two wallet cards, two discharge cards, and one tip sheet.



Watch a [series of animated videos about minimally invasive cardiac bypass surgery](#).



## Infrastructure



## Catheterization, electrophysiology labs, hybrid OR considered top in North America

Over the past year, the Heart Institute has invested significantly in maintaining its catheterization and electrophysiology laboratories and ORs to the highest standard. More than \$5 million has been injected into upgrading these spaces with the most advanced technology and equipment. As a result of this work, we are now considered a North American reference site for our catheterization and electrophysiology labs and hybrid operating rooms.

## Patients\*

**Patient visits**  
241,141 (+9%)

**Patient satisfaction**  
87%\*\*

**Diagnostic tests**  
68,063 (+2%)

**Pacemaker and defibrillator  
implantations**  
1,581 (+7%)

**Open-heart and catheter-  
based procedures**  
2,034 (+1%)

**Non-surgical  
interventions**  
12,497 (=)

Open-heart and catheter-based procedures	2023-24
Coronary artery bypass graft (CABG) and other	904
Valve/CABG (combined)	192
Valve surgery	430
Transplants	7
Ventricular assist devices	3
TAVIs (percutaneous valve replacement)	434
Mitraclip	64
<b>Total</b>	<b>2,034</b>

\*Growth represented as a percentage over the previous fiscal year.

Non-surgical interventions	2023-24
Catheterizations	6,566
PCI (angioplasty)	2,280
Electrophysiology studies	1,032
Ablations	981
Pacemakers	1,124
Defibrillators	457
Left atrial appendage closures	57
<b>Total</b>	<b>12,497</b>

\*\*Results from Q2 to Q4 of 2023-24.

## Patient partners in health care

Patients and their families play an active role in shaping care delivery and facilitating research, making them essential to our continued success.

Last year, we registered more than 25 projects through the [Patient Engagement Program](#). Teams of experts and more than 19 patient partners collaborated to improve everything from products to processes, including the following initiatives.

- An event planning committee
- A working group to review an electronic charting process
- The development of an interactive voice response survey for an outpatient program
- A focus group on discharge from hospital
- A webinar for patients awaiting cardiac consultation
- Professional practice expertise and guidance on interprofessional issues that contribute to quality patient care and outcomes

Patient partners joined several committees throughout the organization, including the cardiac rehabilitation quality of care committee; the regional MyChart working group; the accessibility sub-committee; the obesity guidelines committee; the patient educational materials task force; and the quality-of-care committee.

Our patient education materials task force reviews all requests to create or revise materials for patients, caregivers and their family members. This year, the task force completed 32 document reviews, including reviews of the following materials.

- Cannabis and Your Upcoming Surgery
- Waiting for Cardiac Surgery: Tools for Emotional Well-Being
- [A stoplight tool for cardiac supportive palliative care](#)
- Discussing Heart Conditions with Children and Youth: A Guide for Parents and Guardians
- A poster targeting visitors of the Day Unit

Our [Patient Alumni Association](#) works to connect and support Heart Institute patients, their families, friends, and caregivers. The association actively seeks opportunities to

enhance understanding of heart conditions and treatments, to assist patients and caregivers in building support networks, and to integrate their perspectives into research and care.



## Quality service in French and English

As a public service agency designated by the Ministry of Health under the French Language Services Act, the Heart Institute must guarantee access to quality services in French for designated services on a permanent basis.

Over the years, we have developed several ways to fulfill this important mission.

**Active offer:** This year, we developed new resources for our staff so they can proactively offer services in French, such as:

- Teal lanyards to help patients and visitors quickly identify bilingual staff
- Adhesive designs for employee ID badges, which now feature bilingual greetings to assist staff when speaking to patients and visitors in French
- Voicemail and automated email message templates

**Translation services:** We processed **644** requests in 2023-24 – over **347,000** words – to ensure materials accessible to patients are available in both of Canada's official languages.

**French Language Learning Program:** Last year, **45** learners completed a French-language training course to improve their reading, writing and speaking skills.

# Staff

## Hundreds of dedicated individuals

The collective strength of the University of Ottawa Heart Institute resides in the quality, skills, and dedication of hundreds of individuals, including those who serve on boards and volunteers. In April 2024, our team consisted of about 1,500 administrative, clinical, and research personnel.

## Joining our clinical, research and leadership teams

We are proud to have welcomed several clinicians, researchers and leaders to the Heart Institute family.



**Dr. Punitha Arasaratnam**  
Cardiologist



**Dr. Kevin Boczar**  
Cardiologist



**Dr. Karen Bouchard**  
Associate scientist



**Dr. Alexandra Fottinger**  
Hospitalist



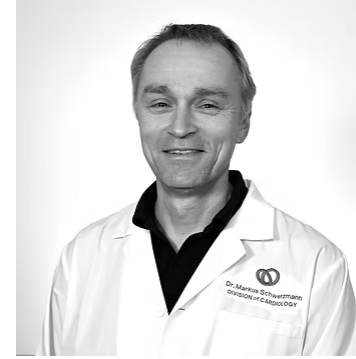
**Dr. Jodi Heshka**  
Hospitalist



**Dr. Jordan Hutson**  
Cardiologist



**Vincent Lamontagne**  
Vice president,  
public affairs, chief  
communications officer



**Dr. Colleen McFaul**  
Anesthesiologist



**Dr. Hugo Moneiro Neder Issa**  
Cardiac surgeon



**Dr. Hanh Nguyen**  
Cardiologist



**Dr. Markus Schwerzmann**  
Cardiologist

**Dr. Sarah Sloan**  
Hospitalist

**Dr. Pierre Voisine**  
Division Head,  
Cardiac surgery

**Dr. Brad Walker**  
Anesthesiologist



## New president and CEO

On January 18, 2024, the University of Ottawa Heart Institute [announced Dr. Rob Beanlands](#) as its next president and chief executive officer.

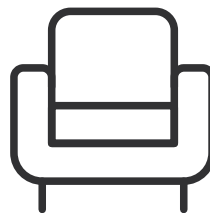
Upon stepping into the role on April 1, Dr. Beanlands shared an outline of [his inspiring vision](#) for the future. Putting people first (patients and staff), social accountability, the pursuit of excellence and impact on a global scale, and nurturing our strong and rich relationship with the community will be hallmarks of his leadership.

## Staff engagement, retention and recruitment

Staff engagement, retention and recruitment initiatives are crucial for any organization. By prioritizing these initiatives, the Heart Institute is fostering a positive work environment to attract and retain the world's best. Presented below are five recent highlights.



**A tranquil space our best can rest**



**A safe haven for privacy**



**The gift of Calm**

The Heart Institute recently opened a tranquility room for staff to unwind amidst the bustling activities of the hospital. The space is designed to provide a peaceful and serene environment for staff to relax and recharge.

The Heart Institute also introduced a confidential and secluded space for staff and volunteers to tend to matters that require a quiet and private environment.

The Heart Institute offers staff (and as many as five personal dependents each) a free one-year premium subscription to Calm. Calm helps users reduce stress and anxiety and improve sleep and wellbeing through guided meditations, sleep stories, focus music, mindful movement, masterclasses, and more.



### **Massages in the workplace promote wellness**

The Heart Institute partnered with the Willis College Massage Therapy Program to offer our staff about 500 complimentary 30-minute massages.



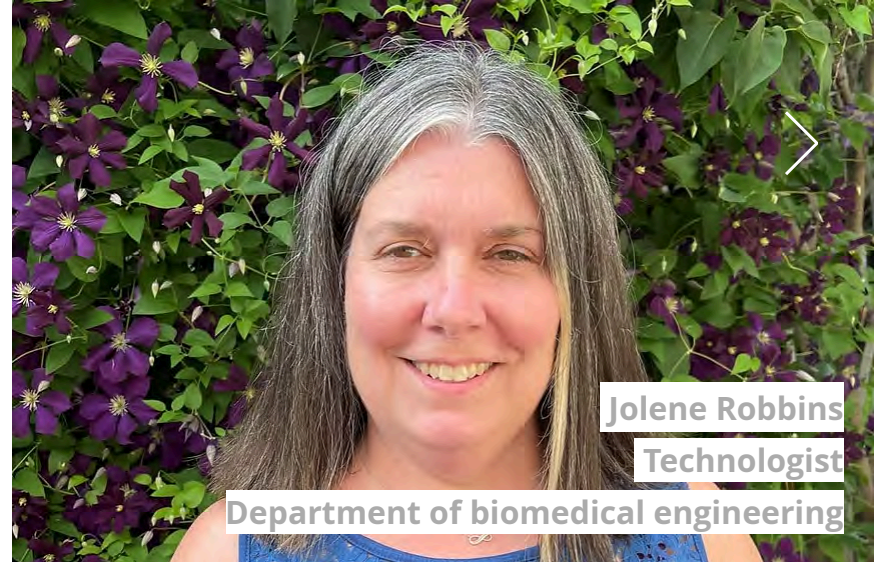
### **Showcasing career opportunities**

The Heart Institute held a career showcase in June for students seeking opportunities for networking, learning, and discovering new possibilities for personal and professional growth. The event featured a wide range of healthcare careers, including careers in biomedical engineering, diagnostic imaging, health administration, laboratory services, information technology, and more. A second showcase was offered in November, this time targeted to students considering specialized careers in cardiac nursing.

## EVE D V D A V

The Everyday Heart Hero Award is a peer-to-peer accolade bestowed to outstanding team members who are integral to making the Heart Institute an extraordinary place to work and receive care.

Engage with these posts on social media.



## Patients come first

By relentlessly demonstrating a strong commitment to world-class care and health promotion, our team creates a unique environment for our patients and their families, exceeding their expectations, and offering the best care through integrated clinical practice, education, and research in a bilingual setting. Continuing to improve care is essential to putting patients and their families first.

---

## Excellence

What began in 1976 as a single department in The Ottawa Hospital has flourished into Canada's largest and foremost cardiovascular care centre.

**Accreditation:** In 2023, Accreditation Canada again granted the Heart Institute its highest designation: Accreditation with exemplary standing. Accreditation Canada evaluates the performance of health service organizations against national standards. These standards examine all aspects of care, from patient safety and ethics to staff training and partnering with the community.

---

## Teamwork

The degree to which care, research, and education are increasingly integrated is a defining aspect of the University of Ottawa Heart Institute. Not only is teamwork and collaboration important to us – it's essential to who we are.

---

## Integrity

Our success is ensured by a well-structured and efficient leadership team and board of directors who continuously seek out novel strategies for steering us toward a bigger and brighter future.

### Learn more about

- [Our management team](#)
  - [Our board](#)
  - [Our affiliates](#)
-

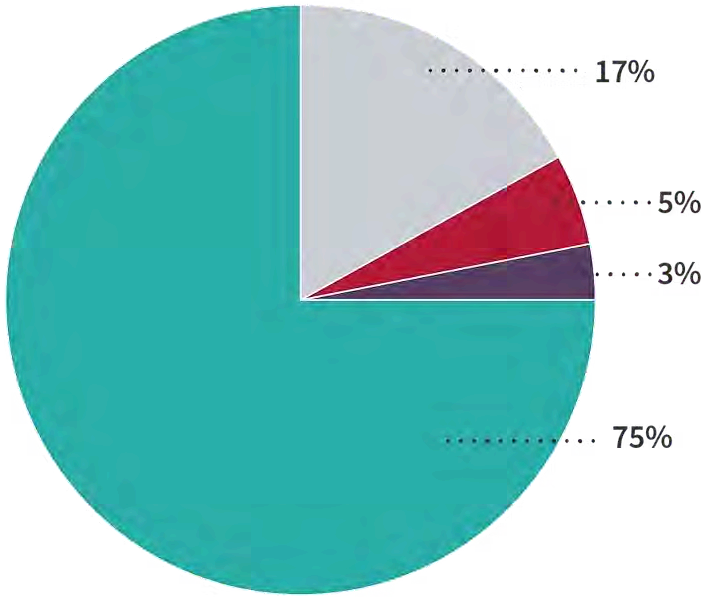
## Partnering

We partner with other healthcare facilities, research institutions, universities, regional stakeholders, industry, and government in Canada and abroad. Thank you to all our partners.

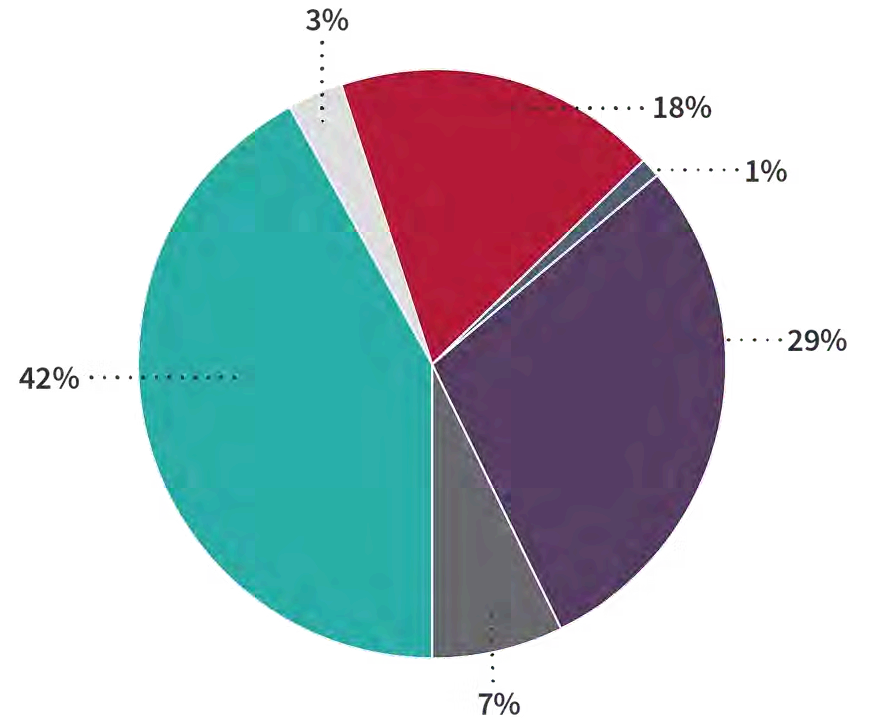
- [French Language Health Services Network of Eastern Ontario](#)
  - [Government of Ontario](#)
  - [Heart Institute Auxiliary](#)
  - [Ministry of Health](#)
  - [Ontario Health East](#)
  - [The Ottawa Hospital](#)
  - [University of Ottawa](#)
  - [University of Ottawa Heart Institute Patient Alumni Association](#)
- 

Revenue

Expenses



- Ministry of Health
- Amortization
- Patients
- Other



- Salaries
- Drugs
- Medical staff
- Other
- Medical supplies
- Amortization

**TOTAL REVENUE \$298.7 MILLION**