

## **Goals and Objectives:**

### **SCI Service Line Goals**

#### **Goal I: Excellence in Health of Persons Served**

Provide effective, safe, and equitable medical and rehabilitation care to our persons served

#### **Goal II: Excellence in the Experience of Persons Served**

Provide accessible, patient-centered, and compassionate experience for persons served and their families

#### **Goal III: Excellence in Financial Stewardship:**

Obtain the resources needed to carry out our mission

#### **Goal IV: Excellence in Work Force**

Provide a supportive and professionally rewarding workforce to be an employer of choice

#### **Goal V: Excellence in Service to Our Communities**

Support the well-being of our society through activities such as teaching, research, and emergency preparedness

### **Strategic Objectives:**

Our plan for achieving the goals outlined above calls for a broad-based effort to focus on the needs, expectations, and experiences of our key stakeholders and persons served while maximizing efficiency and value. To this end, we have committed to specific objectives. If the goals create the framework of our plan, the objectives provide the roadmap for achieving those goals. These objectives are take into account our strengths, weaknesses, threats, and opportunities.

#### **Our top objectives for 2012 are to:**

1. Maximize community living after SCI
2. Improve management of chronic pain in SCI
3. Increase virtual access (e.g. telehealth, secure messaging through MyHealtheVet)
4. Decrease inefficiencies and waste
5. Build a culture of improvement
6. Expand our patient base