

SCI STRATEGIC GOALS AND OBJECTIVES – 2018

I. *Excellence in Population Health*

- **Promote Health, Function, and Participation of Veterans With SCI/D**
 - Expand virtual access and telehealth*
 - Provide awareness and resources for suicide prevention*
 - Enhance vocational support and employment outcomes
 - Systematically identify and address caregiver burden

II. *Excellence in Patient Experience*

- **Honor Veterans as Partners in Health Care**
 - Integrate Whole Health initiatives to empower Veterans to manage their health*
 - Enhance ways to optimize Veteran input in improving care processes

III. *Excellence in Financial Stewardship*

- **Minimize Waste and Inefficiencies**
 - Streamline care coordination and transitions (Hub/Spoke, hospital/home)*
 - Facilitate efficient delivery of appropriate durable medical equipment
 - Reduce missed opportunities and no-shows for appointments

IV. *Excellence in Workforce*

- **Support Staff Satisfaction and Engagement**
 - Provide resources to engage and develop SCI teams*
 - Encourage a “work-work balance” to facilitate professional fulfillment
 - Optimize nurse staffing, recruitment, and retention

V. *Excellence in Service to Our Communities*

- **Support Training and Research in Areas Relevant to Veterans with SCI/D**
 - Promote SCI-related education and training*
 - Increase SCI-related funded research and publications

(* = Priority objective)