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)