SCI STRATEGIC GOALS – 2020-2021
(Updated to include COVID-19 response and recovery)

I. Excellence in Population Health
   o Promote Health, Function, and Participation of Veterans With SCI/D
     ▪ Prevent COVID-19 infection*
     ▪ Increase virtual access and telehealth*
     ▪ Systematically address suicide prevention and awareness
     ▪ Enhance vocational support and employment outcomes
     ▪ Systematically identify and address caregiver burden

II. Excellence in Patient Experience
   o Honor Veterans as Partners in Health Care
     ▪ Support Veterans and Caregivers during the COVID-19 pandemic*
     ▪ Empower and equip Veterans through Whole Health initiatives*
     ▪ Enhance ways to optimize Veteran input in improving care processes

III. Excellence in Financial Stewardship
   o Minimize Waste and Inefficiencies
     ▪ Streamline care coordination and transitions
     ▪ Reduce missed opportunities and no-shows for appointments

IV. Excellence in Workforce
   o Support Staff Satisfaction and Engagement
     ▪ Preserve and protect the SCI workforce during COVID-19*
     ▪ Provide resources to engage and develop SCI teams
     ▪ Optimize nurse staffing, recruitment, and retention

V. Excellence in Service to Our Communities
   o 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 goals)