

**BEAS Information Focus Group**  
**May 21, 2009**  
**Meeting Notes**

**Attendees:** Maureen Stimpson and Kerri Coons

**Notes:**

Topic	Discussion
Project Overview	<p>Our goal is to improve the exchange of information from BEAS, both incoming and outgoing.</p> <p>These are some of the areas we could target:</p> <ul style="list-style-type: none"> <li>• Website</li> <li>• Communication (letters, telephone lists)</li> <li>• Accessibility (is it difficult to locate a specific dept.)</li> <li>• Customer Service</li> </ul>
Discussion	<p>The issues list was briefly discussed. It will be the main document to track open issues, suggestions and resolutions.</p> <p>The main venue that Maureen receives information is through the website. Updating the website will be a good place to start making improvements as we work through the issues.</p> <p>Additional team members are necessary to keep the group viable. Kerri will check with Kathleen Otte and see if she has any ideas for other participants. Leeann Hilliker will replace Patti Nichols from Concord Hospital.</p>
Meeting time	Every second Thursday at 9:00 am. The next meeting will be on June 4 <sup>th</sup> .
Next Steps	<p>Kerri will send out the minutes to the group and highlight some action items to consider before the next meeting.</p> <p>In preparation for the next meeting, Team members should:</p> <ol style="list-style-type: none"> <li>1. Identify issues encountered with the sharing of information with BEAS. Common complaints are a good place to start.</li> <li>2. Identify any suggestions for improvement that BEAS could implement.</li> <li>3. Let Kerri know of any other potential team members.</li> </ol>