



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Public Health  
**Bureau of Health Care Safety and Quality**  
**99 Chauncy Street, 11<sup>th</sup> Floor, Boston, MA 02111**  
**617-753-8000**

**DEVAL L. PATRICK**  
GOVERNOR

**TIMOTHY P. MURRAY**  
LIEUTENANT GOVERNOR

**JUDYANN BIGBY, MD**  
SECRETARY

**JOHN AUERBACH**  
COMMISSIONER

Circular Letter: DHCQ: 11-02-547

**TO:** Clinic Chief Executive Officers or Practice Managers  
Dialysis Center Chief Executive Officers  
Long Term Care Facility Administrators

**FROM:** Elizabeth Daake  
Interim Director, Bureau of Health Care Safety and Quality

**DATE:** February 24, 2011

**RE:** Change in Process for Distributing Bureau of Health Care Safety and Quality  
Circular Letters – Request for Email Contact Information

The purpose of this letter is to inform licensed healthcare facilities of a change in the process for distribution of Bureau of Health Care Safety and Quality Circular Letters and to provide instructions for submission of email contact information for a Facility Leadership Contact (e.g., Chief Executive Officer (CEO), Practice Manager, Facility Administrator, etc.) and a Primary Contact.

Beginning April 15, 2011, MDPH's Bureau of Health Care Safety and Quality will change its method of distributing circular letters to all licensed healthcare facilities from paper-copy delivery through the U.S. Postal Service to electronic delivery by email. This change is expected to provide healthcare facilities with a number of benefits, including: immediate notification of new and/or updated policies; simplification of processes to communicate important information within healthcare facilities and reductions in the financial and environmental impact of printing, copying and mailing.

The Bureau of Health Care Safety and Quality will send information electronically to two healthcare facility contacts – the Facility Leadership Contact (Chief Executive Officer (CEO)/ Practice Manager/Facility Administrator) and one facility-designated Primary Contact. The role of the Primary Contact is to distribute all email communications to the appropriate staff and/or department(s) within your facility and to notify the Department when contact information changes.

To ensure there is no disruption in delivery of time-sensitive circular letters, the following information must be submitted to [DPH.DHCQ@massmail.state.ma.us](mailto:DPH.DHCQ@massmail.state.ma.us) by **April 1, 2011**.

- Name of healthcare facility
- Name of Chief Executive Officer (CEO), Practice Manager or Facility Administrator
- Telephone Number for Chief Executive Officer (CEO) / Practice Manager / Facility Administrator
- Email Address for Chief Executive Officer (CEO) / Practice Manager / Facility Administrator
- Name of healthcare facility Primary Contact
- Title for healthcare facility Primary Contact
- Telephone Number for healthcare facility Primary Contact
- Email Address for healthcare facility Primary Contact

For general questions and requests for technical assistance, please contact the Bureau of Health Care Safety and Quality at [DPH.DHCQ@massmail.state.ma.us](mailto:DPH.DHCQ@massmail.state.ma.us) . Support is available Monday through Friday, 8:00 am-5:00 pm.

Circular letters will continue to be posted on the Bureau's Division of Health Care Quality website at [www.mass.gov/dph/dhcq](http://www.mass.gov/dph/dhcq) under the heading, "Circular Letters".