



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Bureau of Health Care Safety and Quality
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Circular Letter: DHCQ-12-01-556

TO: Long Term Care Administrators
FROM: Madeleine Biondolillo, MD
Director, Bureau of Health Care Safety and Quality
DATE: January 25, 2012
RE: Electronic Transmission of Correspondence – ListServ

The Bureau is transitioning to a more efficient means of transmitting circular letters and other significant notifications to long-term care facilities. This method, Listserv, will provide more timely information while reducing communication costs. After March 1, 2012, it will be the standard means of communications from the Bureau. The list will only be used by the Bureau for sending circular letters and information that may be time sensitive or may affect your operations.

In order to implement Listserv, each facility must subscribe to the service. Please choose two people to receive communications; one of whom should be the facility Administrator and the other should be a back up manager. To subscribe,

Each person must send an email with no text and only the subject line “LTC Listserv” to:

Subscribe-dph_ltc@listserv.state.ma.us

Once submitted, Listserv automatically enters your email addresses onto a distribution list. You will receive a confirmation from Listserv once your names have been entered.

Your facility will be responsible for keeping your email addresses, administrator and back-up manager names current. If there is a change in personnel or email address(es), please do the following to ensure a seamless transition:

1. The person leaving must send an email with no text and only the subject line “LTC Listserv Change” to:

Leave-dph_ltc@listserv.state.ma.us

2. The replacement must send an email with no text and only the subject line “LTC Listserv Replacement” to:

Subscribe-dph_ltc@listserv.state.ma.us

You will receive a confirmation once each task has been done.

Your facility should subscribe to Listserv no later than **February 6, 2012**. From that point forward, communications will originate from “donotreply.state.ma.us”.

After you have subscribed, please confirm your subscription by sending an email to DPH.DHCQ@massmail.state.ma.us with the subject line LTC Listserv Contacts and include the following information:

1. facility name
2. administrator and his/her email address
3. additional management contact person and his/her email address.

When there is a change in any of the three items, please send the changes to DPH.DHCQ@massmail.state.ma.us with the subject line Listserv Change.

If you have any questions, please email them to DPH.DHCQ@massmail.state.ma.us with the subject line LTC Listserv and they will be answered promptly.

Circular letters will also continue to be posted on the Division of Healthcare Quality website www.mass.gov/dph/dhcq