



**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 12-4-561**

**TO:** Acute Care Hospital CEOs

**FROM:** Madeleine Biondolillo, MD  
Director, Bureau of Health Care Safety and Quality

**DATE:** June 6, 2012

**RE:** Electronic Transmission of Correspondence – ListServ

The Bureau of Health Care Safety and Quality has recently developed capacity for listservs as the primary method of transmitting circular letters and other significant notifications to licensed healthcare facilities in the Commonwealth. This shift in mode of communication will improve dissemination and reduce costs. Though the Bureau currently maintains a list of email addresses for acute care hospitals, we request that you move to our new hospital listserv. After July 3, 2012, this listserv will be the standard means of communication from the Bureau; the list will only be used to transmit circular letters and information that may be time sensitive or significantly impact your operations.

In order to implement this listserv, each facility must subscribe to the service; you must identify two individuals to receive communications, the Hospital CEO and a designated clinical manager. The listserv tool will automatically enter your email addresses onto a distribution list. Please follow the following instructions to subscribe:

**Each person must send an email with no text and only the subject line “ACHospital Listserv” to:**  
**[subscribe-dph\\_achospital@listserv.state.ma.us](mailto:subscribe-dph_achospital@listserv.state.ma.us)**

Hospital CEOs and secondary designees are responsible for ensuring that their information remains up to date. 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 “ACHospital Listserv Change” to:**  
**[leave-dph\\_achospital@listserv.state.ma.us](mailto:leave-dph_achospital@listserv.state.ma.us)**

**2. The replacement must send an email with no text and only the subject line “ACHospital Listserv Replacement” to:**  
**[subscribe-dph\\_achospital@listserv.state.ma.us](mailto:subscribe-dph_achospital@listserv.state.ma.us)**

Your facility should subscribe to the hospital listserv no later than **June 21, 2012**. From that point forward, communications will originate from “donotreply@state.ma.us”.

If you have any questions, please email them to [DPH.DHCQ@massmail.state.ma.us](mailto:DPH.DHCQ@massmail.state.ma.us) with the subject line ACHospital 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](http://www.mass.gov/dph/dhcq)**

