



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

CHARLES D. BAKER  
Governor

KARYN E. POLITO  
Lieutenant Governor

MARYLOU SUDDERS  
Secretary

MONICA BHAREL, MPH, MD  
Commissioner

Tel: 617-624-6000  
[www.mass.gov/dph](http://www.mass.gov/dph)

TO: Skilled Nursing Home Facilities

FROM: Eric Sheehan, JD   
Interim Director, Bureau of Health Care Safety and Quality

DATE: July 19, 2016

RE: Supportive Planning and Operations Team Initiative

The purpose of this memorandum is to share an update to the Massachusetts Department of Public Health's activities in skilled nursing facilities. At the February 2016 Public Health Council meeting, the Commissioner of Public Health announced a new initiative, the Supportive Planning and Operations Team (SPOT), to foster quality care delivery in skilled nursing facilities across Massachusetts. The Department has engaged the Strategic Solutions Group (SSG) to assist with this work. SSG has a strong history of project management and quality improvement initiatives in diverse health care settings.

Beginning this month, SPOT members will visit nursing homes to engage in an assessment of the quality assurance and performance improvement activities. Skilled nursing facilities will receive timely feedback after the assessment is completed. Based upon the findings of the assessment, SPOT members will provide individualized recommendations and support, including offering best practice frameworks and targeted training to skilled nursing facility staff. In 2016, SPOT members will focus their attention on approximately 40 skilled nursing facilities that have been identified through available measure reporting as having the opportunity to improve in their quality of care. The Department anticipates continuing this initiative throughout 2017 and 2018.

In order to most accurately capture the skilled nursing facility's quality assurance and performance improvement work, the SPOT initial visit will be unannounced. The Department expects several benefits to engaging with SPOT including the opportunity for technical assistance, and requests your full cooperation and participation if a SPOT member visits your facility.

Questions about this initiative may be directed to Katherine Fillo at [Katherine.fillo@Massmail.state.ma.us](mailto:Katherine.fillo@Massmail.state.ma.us)