



**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 12-8-567**

**TO:** Hospice CEOs

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

**DATE:** August 20, 2012

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

The Bureau is moving to Listserv as the method of transmitting circular letters and other significant notifications to licensed healthcare facilities in the state. This will improve communications and reduce costs. Though the Bureau currently maintains a list of email addresses for acute care hospitals, we request that you move to Listserv. After September 24, 2012, it will be the standard means of communication from the Bureau. The list will only transmit 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 who should be the Hospice CEO and the other should be a back up clinical manager. Once submitted, Listserv automatically enters your email addresses onto a distribution list. To subscribe,

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

Hospital CEOs and back-up clinical managers are responsible for keeping their information 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 “Hospice Listserv Change” to:**  
**[leave-dph\\_hospice@listserv.state.ma.us](mailto:leave-dph_hospice@listserv.state.ma.us)**
- 2. The replacement must send an email with no text and only the subject line “Hospice Listserv Replacement” to:**  
**[subscribe-dph\\_hospice@listserv.state.ma.us](mailto:subscribe-dph_hospice@listserv.state.ma.us)**

Your facility should subscribe to Listserv no later than **September 24, 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 Hospice 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)**