



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, 11th Floor, Boston, MA 02111
617-753-8000

Circular Letter: DHCQ-12-9-571

TO: Temporary Nursing Agency Administrators

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

DATE: September 11, 2012

RE: Electronic Transmission of Correspondence – Listserv

The Bureau is transitioning to a new method of transmitting circular letters and other significant notifications to facilities. Listserv will provide more timely information while reducing communication costs, and after September 28, 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 whom should be the agency Administrator 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 “TEMP Listserv” to:
subscribe-dph_temp@listserv.state.ma.us

Your facility will be responsible for keeping your email addresses, the administrator and back-up clinical 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 “TEMP Listserv Change” to:**
leave-dph_temp@listserv.state.ma.us
- 2. The replacement must send an email with no text and only the subject line “TEMP Listserv Replacement” to:**
subscribe-dph_temp@listserv.state.ma.us

Please note the underscore between dph and temp (dph_temp).

Your facility should subscribe to Listserv no later than **September 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 with the subject line TEMP 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