

**Mary Kay Holleran, Director**  
**Caring Program: Care Coordination for Children with Special Health Care Needs and Their Families**

**BIO**

Mary Kay Holleran, RN, BSBA has been the director of the Caring Program: Care Coordination for Children with Special Health Care Needs and Their Families since its inception in 2004. Prior to her current position she was the manager of Clinical Performance Measures at Highmark from 1997-2004.

Mary Kay brings a vast amount of experience and knowledge, having also served as Quality Improvement Coordinator at Health America and as a clinical research nurse at Magee Hospital. She completed her education as an RN at St. John's College and Hospital of Nursing in Cleveland, Ohio and obtained her B.S.B.A in managed care administration at Robert Morris University.

Mary Kay has been a great contributor to the health care industry and has been appointed to various professional committees. She has been an advocate of Women's health as a member of NCQA Pregnancy and Neonatal Care Panel and also the Women's Health Measurement Advisory Panel. She has presented at various conference including the AHIP conference in Miami Florida on the Topic of *Congestive Heart Failure, Barriers, Technology and Interventions* and a presenter at the BCBSA annual HEDIS conference in Chicago Illinois. Most recently, Mary Kay presented at the 2008 AMCHP annual conference in Alexandria Virginia on *Making a Positive Impact for Children with Special Health Care Needs through Cross Systems Care Coordination*.

In addition to her extensive commitment to the health care industry, Mary Kay has contributed to various publications, notably she was a panel member and co-author of the Jacob's Institute of Women's Health *Management of Menopause Guidelines*, June 2000.