

Penny M. Koval, RN, MSN

Hospital Administrator | Healthcare Leader | Strategic Operations Executive

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Executive Summary

Dynamic healthcare leader with over 15 years of progressive experience spanning bedside nursing, clinical education, patient safety, and hospital administration. Proven success in leading critical access hospitals, driving quality improvement, enhancing employee engagement, and achieving CMS 5-Star ratings. Adept at strategic planning, interprofessional collaboration, and operational excellence. Passionate about transforming rural healthcare delivery and advancing into executive leadership roles.

Core Competencies

- Strategic Operations & Leadership
- Quality & Performance Improvement
- Regulatory Compliance & Survey Readiness
- Staff Development & Engagement
- Community & Stakeholder Relations
- Budgeting & Financial Stewardship
- Infection Control & Risk Management
- Interdisciplinary Team Building

Leadership Experience

Hospital Administrator, Maui Health | Nov 2024 – Present

- Oversee operations of 5 regulatory licenses across two rural facilities.
- Lead initiatives in quality, growth, and financial stewardship, achieving CMS 5-Star ratings.
- Strengthened community engagement through Family Town Halls and public health advocacy.
- Spearheaded recruitment and retention strategies via the Maui County Healthcare Partnership.

Assistant Hospital Administrator – Development Program, Maui Health | Apr 2024 – Nov 2024

- Completed 18-month leadership development program in 7 months.
- Supported executive operations and strategic planning across two CAH/LTC facilities.

Nursing Manager – Kula Hospital, Maui Health | Aug 2021 – Apr 2024

- Directed clinical operations for LTC and CAH departments.
- Designed COVID response protocols resulting in zero transmission and mortality.
- Implemented training programs including Trauma Skills Fair and Mega-Code scenarios.
- Led hiring, performance management, and staff development initiatives.

Asst. Nurse Manager – Med-Surg/Tele, Maui Memorial Medical Center | Jul 2020 – Aug 2021

- Improved compliance metrics: Nursing Assessments (17% → 98%), Medication Admin (69% → 95%).
- Developed contingency plans for COVID overflow and PCU-level care.
- Fostered accountability culture and enhanced patient satisfaction.

Patient Safety Coordinator – Kula & Lanai Hospitals, Maui Health | Jan 2019 – Jul 2020

- Reduced fall rates by 58% and eliminated CMS quality flags.
- Developed Antimicrobial Stewardship Program and improved survey outcomes.

Earlier Clinical Experience

Clinical Nursing Roles – ICU, ED, Telemetry, Med-Sur, Various Facilities | 2012 – 2019

Delivered high-acuity care across multiple departments. Led initiatives in patient education, workflow redesign, and evidence-based practice. Served as charge nurse and preceptor, contributing to improved patient outcomes and staff development.

Education

MSN – Nursing Leadership & Management

Western Governors University | 2018

Excellence Award: Organizational Systems & Quality Leadership

BSN – Nursing

Western Governors University | 2017

Excellence Award: Organizational Performance Management

ADN – Nursing

University of Hawaii, Maui College | 2011 | GPA: 3.9