

PETER HOPKINS

SAFETY & QUALITY LEADER | PATIENT SAFETY | PERFORMANCE IMPROVEMENT | CLINICAL OPERATIONS

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PROFESSIONAL PROFILE

Safety and quality improvement leader with 11+ years of experience across high-acuity clinical operations, patient safety, performance improvement, program leadership, and adult education. Experienced in leading multidisciplinary improvement initiatives, building measurement strategies, translating complex clinical and operational data into actionable insights, and partnering across clinical, operational, and technical teams to improve safety, reliability, equity, and patient experience.

CORE COMPETENCIES

Quality Improvement & Patient Safety	Portfolio / Program Leadership	Lean Six Sigma & PDSA	Root-Cause & Systems Analysis
Measurement Strategy & Data Integrity	Executive Reporting & Dashboards	Clinical Operations & Workflow Design	Risk Mitigation & Reliability
Health Equity & Patient Experience	Cross-Functional Facilitation	Epic / Mosaic Workflow Improvement	Adult Education & Facilitation

PROFESSIONAL EXPERIENCE

Boston Children's Hospital — Boston, MA

Safety & Quality Consultant

Dec 2022 – Aug 2026

- Led a portfolio of high-priority safety, quality, and operational improvement initiatives across pediatric critical care, including a 22-bed MICU, 24-bed PIMCU, and cross-ICU collaborations with clinical, operational, equity, pharmacy, and IT partners.
- Built improvement strategy and project infrastructure using SMART aims, key driver diagrams, stakeholder analysis, PDSA cycles, process/outcome/balancing measures, risk tracking, executive summaries, and sustainability planning.
- Translated clinical, operational, safety-event, and benchmark data into leadership-ready dashboards, presentations, and written reports that clarified priorities, vulnerabilities, progress, and next steps.
- Advanced equitable communication through a multi-ICU interpreter-utilization initiative: professional interpreter use improved from 63.6% at baseline to 81.5% after PDSA 1; documentation of interpreter-supported conversations increased from 80.3% to 98.1% across sequential testing.
- Validated measurement integrity through chart review, identifying 83.3% sensitivity of Interpreter Services data in the PIMCU and 59.5% discordance between MICU chart review and enterprise data, prompting refinement of the measurement strategy.
- Supported system-level workflow improvement following Epic/Mosaic implementation by identifying data and workflow disruptions, escalating issues through governance structures, and partnering with clinician builders on order sets, alerts, flowsheet visualization, and rounding workflows.

SELECTED IMPACT

- Infection prevention: contributed to a 418-day CLABSI-free streak; earlier work reduced central-line days 10% and improved maintenance-bundle compliance from 85% to 100%; helped sustain 1,000+ days without MICU CAUTI.
- Respiratory care: HFNC standardization reduced mean HFNC duration from 37.5 to 26.2 hours and hospital length of stay from 101.7 to 69 hours; work selected for oral presentation at the Pediatric Academic Societies Annual Meeting.
- Complex discharge: interdisciplinary workflow redesign reduced discharge-delay days from 5.3 to 3.8 days (~28%).
- Patient experience: likelihood-to-recommend improved from 79.5% to 92.0%, reaching the 98th percentile nationally (MICU 99th; PIMCU 96th).

Senior Program Coordinator

Jan 2021 – Dec 2022

- Managed a portfolio of 20+ concurrent quality initiatives, coordinating priorities, timelines, resources, reporting, risks, and interdisciplinary communication across clinical teams.
- Produced leadership-facing reports and visual summaries that improved visibility into project status, outcomes, vulnerabilities, and next steps.

Program Coordinator II

Feb 2018 – Jan 2021

- Applied DMAIC and process-improvement methods to identify workflow bottlenecks and improve patient scheduling, resource utilization, reporting consistency, and operational alignment.

MILITARY & INSTRUCTIONAL LEADERSHIP

United States Army Reserve / National Guard

Senior Instructor / Chief Instructor

Mar 2017 – Present

- Lead, mentor, and develop 50+ junior instructors in the practical application of the Adult Learning Model across advanced combat and clinical medical curricula.

- Deliver and oversee high-accountability adult education, translating complex clinical and operational concepts into practical standards, experiential learning, and repeatable performance.
- Instructional scope includes 740+ students, 150+ courses delivered, and multiple advanced medical and leader-development curricula.

Combat Medic / Medical Section NCO

Nov 2009 – 2017

- Provided medical support in operational environments and led medical personnel across treatment, transport, emergency care, medical supply, and readiness functions; awarded the Combat Medical Badge.

ADDITIONAL LEADERSHIP EXPERIENCE

Ghost Light Digital Studios / Group Action Roll

Founder & Creative Director

2019 – Present

- Lead distributed cross-functional teams, production schedules, analytics review, and end-to-end delivery of multi-platform digital projects, applying structured planning, performance data, and iterative improvement to audience and production workflows.
- Translate complex information into clear visual and narrative communication while managing creative operations, stakeholder coordination, and delivery across multiple platforms.

EDUCATION & CREDENTIALS

Bachelor of Science, Health Science — University of Massachusetts Boston

Certified ScrumMaster (CSM) | Lean Six Sigma Green Belt | National Registry Advanced Emergency Medical Technician (AEMT)

TECHNOLOGY & ANALYTICS

Microsoft 365 | Epic / Mosaic | Safety Event Reporting Systems (SERS) | KPI Dashboards | Data Visualization | Structured Data Collection | Adobe Creative Suite