

TRANSFORMATIONAL HEALTH CARE SOLUTIONS

STEVE MADDON, MBA

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CEO & EXECUTIVE DIRECTOR

Steve Maddon is a force to be reckoned with—proving it over and over again by consistently meeting or exceeding agreed KPI metrics. With combined 18 years of executive and c-level leadership roles, Steve leverages his wealth of knowledge, hands-on operational experience, and growth-centric strategies to scale complex health service delivery operations to optimum levels.



Recognised by peers as a Turnaround Leader, Change Agent, and Innovator, Steve has delivered multimillion-dollar business and financial results—orchestrating strategic transformations and turnarounds. He dives headfirst into solving complex, deep-rooted cultural issues to drive operational excellence, uncovering opportunities to optimise service portfolios, and streamlining policies, processes, and systems to drive efficiencies—ultimately fuelling growth and profitability.

At peak, he has secured up to \$48M in contract value, steered up to 110+ staff (direct/indirect), and oversaw 64+ consulting practices while leveraging his strong health care networks whether public or private.



From 2016 to 2019, Steve acted as Chief Executive Officer (CEO) of St. Vincent's Private Hospital and led the overall direction and strategic development initiatives to drive overall growth and profitability. He generated \$65M annual patient revenue through efficient management of 64 consulting practices collocated at East Melbourne. He successfully leveraged 7.1% agency staff against 2% budget, improved net promoter score (NPS) from 65 to 76 and achieved zero hospital operational interruption despite ongoing construction.

Recruited in 2008 as Director of Nursing (DON) and quickly promoted in 2010 to 2016, Steve served as Chief Executive Officer (CEO) of Calvary John James Hospital where he was heavily challenged to streamline and scale administrative, financial, and healthcare operations.

Never afraid of a challenge, Steve transformed the hospital's underperforming operational and fiscal performance due to unproductive workforce by developing financial strategies, spearheading cross-functional trainings (Middle Manager Development Program), promoting open communication lines between staff and management, and enforcing strict work accountability. He then boosted operational EBITDA to 61% and secured a 3-year multimillion-dollar contract with ACT Health with \$48M revenue (\$16M per year).

His early career includes Director of Nursing (DON) at Hurstville Community Private Hospital from 2005 to 2008 and Assistant Director of Nursing at St. Vincent's Private Hospital from 2001 to 2005.



Steve Maddon earned a Master of Business Administration (MBA) degree from the University of New England. He also obtained Graduate certificates in Healthcare Management, Critical Care Nursing (Cardiothoracic), and Business Administration.

During his free time, Steve enjoys reading and learning, watching cricket and Australian football as well as taking long drives to explore the countryside.



EXECUTIVE STRENGTHS

Operations Management
Healthcare Consulting & Advisory
Risk & Compliant Management
Negotiations / Presentations
P&L / Budget / Cost Control
Clinical Leadership & Guidance
Patient - Client Alliance Building
Process & System Improvement
Change Management Leadership
Policy Design & Development
Portfolio Management
Metrics Management (KPIs/SLAs)
Strategy Development & Execution
Cross-Functional Team Leadership

HIGH IMPACTS

\$65M+ Annual Patient Revenue
\$48M+ ACT Health Contract Value
63% to 57% Labour Cost Reduction
61% EBITDA Growth
Net Promoter Score (NPS) 65 to 76