

Executive Message

Metro North Health



Chief Executive Adj. Prof. Jackie Hanson

Dear colleagues,

Happy new year! I hope you have had the opportunity in the last fortnight to spend some time with loved ones and recharge for 2025. For those staff who have worked through the festive season, thank you for your commitment and for supporting your colleagues to take time off.

Throughout 2025, we will be focusing on achieving and maintaining excellence across all areas of our organisation. As a public sector organisation delivering essential services to the community, we have a responsibility to ensure we all continually strive for excellence, whether that's clinically or in a supporting function role. I am confident in our ability as a team to achieve that goal.



Acute respiratory illnesses

We have quite a few staff who are unfortunately starting the new year with COVID and other acute respiratory illnesses. Metro North is currently on Tier 1 of our [Acute Respiratory Illness Response Plan](#). To limit transmission, please be mindful of PPE, hand hygiene and other requirements for your work, make sure your fit testing is up to date, and please notify your line manager and stay home if you are unwell. Visitors are encouraged to make use of masks and hand sanitiser available at facility entrances.

Executive update – Chief Operating Officer

I am pleased to announce that Mr Stephen Eaton will be commencing in the role of Metro North Chief Operating Officer from Monday 27 January 2025 for six months.

Stephen has over 20 years of executive experience in the health, commercial, and NGO sectors both in Australia and internationally. Stephen is currently the Chief Operating Officer for the Townsville Hospital and Health Service, responsible for managing all operational aspects of the Townsville University Hospital and a number of other geographically dispersed health facilities across a significant regional catchment area.

Stephen holds a Master of Science in Public Health (Health Service Management) and his

knowledge, experience, and leadership style positions him well to lead a solution driven approach to addressing our current challenges.

Stephen is keen to quickly establish strong and meaningful relationships across Metro North and with our key stakeholders.

Dr Liz Rushbrook commenced this week as Acting COO until Stephen commences on 27 January.

Strategic Plan

We are currently consulting on the draft Metro North Health Strategic Plan 2024-2028. The plan outlines our five key strategic focus areas: Service excellence; A great place to work; Advance equity; System of care; and Innovation and research.

The draft plan is [available here](#) and you can share your feedback by completing a [short survey](#) before the end of February. The strategic plan is the overarching guiding document for our decision making. This is your opportunity to have your say on the direction of our organisation over the next few years.

Over the next two months, we will be holding a series of pop-up consultation sessions including listening posts and gallery walks to talk about the draft plan. I will provide details once these dates are finalised.

Kind regards,
Jackie

Metro North Health



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High performance | Teamwork

Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.



**Queensland
Government**

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