

news release

Winter Haven Hospital
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Winter Haven
Hospital

Compassion. Innovation. Trust.

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Winter Haven Hospital will host free community seminar on ‘Just Culture’

WINTER HAVEN, FL – (December 9, 2009) – On Jan. 5, 2010, Winter Haven Hospital will host a seminar with **Sidney Dekker**, PhD., a world-renowned expert on organizational culture and the role it plays in correcting human errors in the work place. The seminar is free and open to the public.

Dr. Dekker is Professor of Human Factors and System Safety at Lund University in Sweden and Director of Research at the university’s Leonardo Da Vinci Center for Complexity and Systems Thinking. He also serves as a faculty member of medicine at the University of Manitoba in Canada and is a scientific advisor on healthcare system safety to the Winnipeg Regional Health Authority.

Dr. Dekker is the author of the book “*Just Culture: Balancing Safety and Accountability*” (2007, Ashgate Publishing). The book gained notoriety in January 2009 after it was revealed to be the library book lost by Captain Chesley Sullenberger when he successfully ditched crippled U.S. Airways flight 1549 in the Hudson River.

JoAnne Waterhouse, patient safety facilitator at Winter Haven Hospital, said the seminar with Dr. Dekker is part of the hospital’s ongoing efforts to heighten organizational awareness about safety issues for our patients and employees.

“Less than five percent of human errors are the result of negligence. The vast majority of errors are the result of system failure,” Waterhouse said. “Dr. Dekker places the emphasis on how to make organizational changes so that individuals feel safe and free to report when breakdowns occur, which is necessary in order for organizations to be able to make quality improvements.”

The free seminar will be held in the hospital’s auditorium from 9 to 10 a.m. Seating is limited. To reserve a seat, call (863) 291-6705.

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About Winter Haven Hospital

Established in 1926, Winter Haven Hospital serves as the major medical center for east Polk and Highlands counties and the U.S. Highway 27 / Ridge Corridor. The 527-bed hospital is a locally owned and operated not-for-profit organization. The hospital is fully accredited by the Joint Commission on accreditation for Healthcare Organizations (JCAHO) and has more than 300 board-certified physicians on its medical staff representing every major specialty. Affiliated with the University of Florida College of Medicine/Shands Healthcare, Winter Haven Hospital also is the home of **Bostick Heart Center**, the **Cassidy Cancer Center**, the **Regency Center for Women and Infants**, a nationally accredited **Stroke Center** and the nationally accredited **Joy-Fuller Rehab Center**. In January, the hospital was recognized by the American Nurses Credentialing Center (ANCC) with the prestigious designation of Magnet status, recognition granted to only 5 percent of the nation’s hospitals. With more than 2,500 employees, Winter Haven Hospital is east Polk County’s largest private employer and has been recognized for three consecutive years by Polk Works Workforce 2020 as one of the county’s best places to work. For more information, please visit our Web site at www.winterhavenhospital.org.

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