Nursing teams are required to provide care in complicated environments while handling challenging workloads. The head nurse's proactivity may be important for attenuating the negative association between nursing team workload and learning and thus attenuate the negative indirect effect of workload on the quality of care provided by the nursing team. Data were collected by validated questionnaires sample of seventy nursing teams (a total of 598 nurses – 28 nursing team members, and 70 head nurses). The results of a moderated mediation model supported the attenuating role of the head nurse proactivity. First, there was a significant interaction effect between head nurse proactivity and nursing team workload on nursing team learning (B=0.33, p<0.05). When the level of head nurse proactivity was low there was a significant negative effect of team workload on team learning (p< 0.01). However, when the level of head nurse proactivity was high there was no significant effect of team workload on team learning. Second, nursing team learning was significantly related to the quality of care provided by the teams in terms of patient safety promotion (B=0.23, p<0.05), and patient adherence promotion (B=0.35, p<0.01). Last, nursing team workload demonstrated significant negative indirect effects on these two aspects of quality of care provided by the team (patient safety promotion [-0.26, -0.003], and patient treatment adherence promotion [-0.30, -0.06]), when head nurse proactivity was low. However, these indirect effects were not significant when head nurse proactivity was high.

Biography
Sarit Rashkovits has completed her PhD from the Technion, Israel Institute of Technology, in the Industrial Engineering and Management faculty. She is a lecturer in the department of health systems management of the academic Yezreel Valley College, for the graduate and undergraduate programs. She has published several papers of research in healthcare management.

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