

January 2022

Curriculum Vitae

Dr. Toren Orly. RN, BSN, MSc, PhD

1. Personal Details

Date of Birth: 4.7.1959

Country of birth: Israel

Identity number – 055942056

Citizenship – Israel

Marital status: married +2

Military service – IDF: 1977-1979

Home address: Mevo Hairus, 25 Yehud, 56478

Business address: Ono Academic College
Zahal 104, Kiriath Ono

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2. Higher Education

a. Academic Education

1979-1983 – Hebrew University, Jerusalem, Nursing, RN, and Bachelor in Nursing (BSN), with honors.

1985-1986 – Tel-Aviv University, Faculty of Social Sciences. Studies toward Master Degree in social sciences.

1987-1991 – Tel-Aviv University, Faculty of Business Administration. Master of Management Science (MSc.), with honors.

1995-1998 – Pittsburgh University, School of Nursing , Pittsburgh, PA, USA , Doctor of Philosophy (PhD.), with honors.

2021 - Council for Higher Education , Associate Professor.

Title of Master's thesis - Relationship between job pressures and a person's unfitness to the environment, and organizational commitment.

Supervisor's name – Prof. Mina Westman.

Title of Doctoral Dissertation - Mental and physical health of heart recipients as predictors of the spouse-caregivers' health one year after the transplant.

Supervisor's name – Prof. Jacqueline Dunbar-Jacob

b. Advanced Academic Certification

1984 – Advanced course in Intensive Care, Sheba Academic Nursing School.

1996 – Mediation Course for medical professions, Gome, The Israeli Center for Medication practices

2008 - Good Clinical Practice in Research Certification, Hadassah Medical Organization and Hebrew University

2009 – Coaching for Life, The Israeli Center for Management, Ramat Gan.

2015 – Risk Management, Technion.

2017 - Expertise in Nursing Policy and Management, Ministry of health, Profession Founder

c. Clinical Practice Licensure, Registration, Certification (all active)

- Registered Nursing License, Hebrew University
- Licensed Specialty in ICU Nursing, Ministry of Health, Israel
- Expert in Nursing Policy and Management, Ministry of health

3. Appointments at the Hadassah- Hebrew University

2008- present Faculty of Medicine (School of Nursing) - Guest Lecturer

2011-present Faculty of Public Health (MPH) – Guest Lecturer

4. Additional Functions/Tasks at the Hadassah/ Hebrew University

2008 – Educational Curriculum Committee (Baccalaureate and Master), Faculty of Medicine (School of Nursing), Member

2008- present - Faculty of Medicine (School of Nursing), Evaluation and Guidance of Master Theses

2009 – 2018 - Faculty of Medicine (School of Nursing), incorporating new courses in management in the Baccalaureate and Master Programs

5a. Service in other Academic & Research Institutions

1990 -1995 - Sheba Nursing Academic School, teacher

1999-2003 - Haifa University, Faculty of Welfare and Health, School of Nursing, Outside Lecturer and Faculty Member.

2004-2008 - Tel Aviv University, School of Nursing, Instructor and Faculty Member.

2007 – present – The Israel National Institute for Health Policy and Health Services Research, Grants proposals reader/reviewer

2007 – present - The Israel National Institute for Health Policy and Health Services Research, member of steering committees of the annual conference.

2009 – 2017 - Hebrew University School of Nursing, Health Systems Management in a Changing World, lecturer.

- 2009 – 2013 - Jerusalem College of Technology, Machon Tal, Academic School of Nursing, Health economics and the Israeli health care system, Guest lecturer.
- 2009 – 2017 - "Malag", member of the academic review board for new academic programs
- 2017-2019 Ono Academic College, Building an academic program for a new nursing department
- 2019 - present
Ono Academic College, Head of the Nursing Department, and manager of the Case Management Program (Master Degree)

5b. Clinical Practice

- 1983 – 1984 - Cardiac Surgery Staff Nurse, Sheba Medical Center, Ramat - Gan, Israel.
- 1984 – 1988 - Unit Nurse Manager, Deputy Director, Cardiac Surgery Staff Nurse, Sheba Medical Center, Ramat - Gan, Israel.
- 1988 - 1991 - Project Manager, Nursing Management, Sheba Medical Center, Ramat - Gan, Israel.
- 1991- 1995 - Deputy Director of Nursing, Rehabilitation Hospital, Sheba Medical Center, Ramat - Gan, Israel.
- 1998 - 2008 - Director of Nursing and Allied Health Professions, Sheba Medical Center, Ramat - Gan, Israel.
- 2008 - 2013 - Associate Director of Nursing, Research and Development, Hadassah Medical Organization.
- 2013- 2021 Associate Director of Safety and Risk Management, Hadassah Medical Organization.

6. Other Activities

6a. National and International Professional Activities

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| 1999, 2001 | Lecturer and Consultant to Developing Countries on Hospital Nursing management, Ministry of Foreign Affairs. Mission in cooperation with the Ministry Of Health, Turkey. |
| 2006 | Establishing a modern hospital in Guinea. A professional project of the Sheba Medical Center, building a modern hospital in western Africa. |
| 2008 – present | The Israeli Nurses Ethics Burea, Steering committee, and head of the research committee. |
| 2008- present | Grants and articles reviewer, The Israeli Journal of health Policy Research. |
| 2008, 2010, | Member of steering committees for the Dead Sea Conferences for senior Israeli health care managers. |
| 2013- Present | Quality and Excellent Organization in the public sector, National Steering Committee , Civil Service Commission, Member. |
| 2013-present | A team member of the Government (Civil Servant Commission) to evaluate quality assurance projects submitted to the committee. |

6b. Professional Committees

6b -1 National (partial)

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| 1999 | Evaluation and examination of management roles in a geriatric hospital, Ministry of Health, member. |
| 2001 | |
| 2001 - 2002 | Planning Nursing Roles for the Future, Ministry of Health, member. |

- 2003 - 2004 Quality Assurance – Patients' rights in the Israeli health care system in General and Geriatric hospitals, Ministry of Health, member.
- 2003 - 2004 Evaluation of Nursing Manpower Characteristics in Israel, Ministry of Health, member
- 2002 - 2004 National Nursing Council – member
- 2000 - 2004 Forum of Nursing Leaders to Promote the Nursing Law, Chair.
- 1999- 2007 Association of Directors of Nursing, member and secretariat.
- 2002 - 2008 The Israel Society for Nursing Research, member and secretary
- 2007- 2008 Committee for Improving Activities and Services of Hospitals and Community, Ministry of Health, member
- 2009 - present The Israeli Nurses Ethics Bureau – general forum and advisory board, member
- 2009 - present Evaluation of colleges' Nursing Curriculum, Higher Education Commission (MALAG), baccalaureate and graduate degree - member Appointed by the Minister of Education
- 2010 – 2014 The Israeli Nurses Ethics Bureau and the Medical Ethic Bureau – steering committee for multi professional mutual ethic declaration
- 2010 – 2018 Ziva Tal Foundation for Excellence in Nursing – chair
- 2018-present Ziva Tal Foundation for Excellence in Nursing – member
- 2015 Steering committee for safety quality indicators – Ministry of Health - member
- 2016-2019 The National Committee of the Ministry of Health to promote communication among teams in Hospitals - member
- 2018- present National Quality Committee for treatment improvement of medical gases – member
- 2022 Committee Chair for academic promotion of researchers working in different universities/colleges.

6b-2 Institutional (partial)

- 2008 - present Quality Assurance Committee, Board of Directors, Hadassah Medical Organization, member
- 2008 - present Research Ethics Committee (Helsinki committee), Hadassah Medical Organization, member.
- 2008 - 2014 Research and Development Advisory Committee to international board members, Hadassah Medical Organization, Member.
- 2009 - 2013 Strategic Planning Committee for The Schools of Health Care Professions – Hadassah Medical Organization, member.
- 2009 - 2013 Strategic Planning Committee for Basic Sciences - Hadassah Medical Organization, member.
- 2009 - 2013 Strategic Planning Committee for In Service Education - Hadassah Medical, Organization, member.
- 2010 - 2016 Strategic planning Committee for new management of the new operating rooms, chair.
- 2009 - 2015 "Talents" groups for future nursing leadership, Hadassah Medical Organization , program manager, instructor and teacher.
Head of the Research Ethics Committee (Helsinki committee) for non-interventional studies, Hadassah Medical Organization, chair.
- 2013- present Leading ISBAR project to promote communication among emergency department and general department teams at Hadassah.
- 2018 Institutional committee for regulating activities in managing blood product at Hadassah.
- 2018-present Institutional committee for regulating and controlling the activities of the sperm bank.
- 2019 - present

6c. Awards and scholarships

1982 – Woolf Foundation, excellent student award .

1984 – Sheba Award, Sheba Medical Center, award to excellent nursing team, Heart Surgery Unit.

- 1988 – Nursing Division, Sheba Medical Center Tel-Hashomer, scholarship for Excellent Registered Nurse .
- 1990 – Tel-Aviv University, Faculty of Business Administration. Diploma for excellent achievements and for graduation of master studies with honors .
- 1991 – Ruth Ron Fund, honor diploma for improvement of Nursing Clinical Leadership.
- 1995 – Rachela Pribas Fund, Ben-Gurion University. Sscholarship for excellent achievements in studies and continuation of studies towards Ph.D studies.
- 1996 – Pittsburgh University (Eta branch) Ruth Perkins award, Sigma Theta Tau.
- 2011 – American Biographical Institute, Medical Science Award of Excellence 2011 for professional contribution to the well-being society.

6d. Reviewer of Grants for Foundations

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| 2014- present | EU grants |
| 2007- present | The National Institute for Research in Health Care Policy in Israel |
| 2000 - present | The Ziva Tal Foundation for Excellence in Nursing |
| 2008 - 2015 | Hadassah Medical Organization, institutional Grants for Excellent Students and Nurses. |
| 2008 - 2015 | Hadassah Medical Organization. Institutional Nursing Research Grant Committee – Chair and member |

6e. Conference Organization – Steering/Organizing Committees (partial)

6e-1 National and Local

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| 2003 | How to promote motivation – the manager challenge, conference for middle level nursing managers, Sheba Medical Center, member. |
| 2004 | Caring, the heart of the nursing profession – conference for middle level nursing managers, Sheba Medical Center ,Chair. |

- Ethics and childrens' rights, Sheba Medical Center, member.
- 2006 Nursing quality assurance – the what, how and why, conference for middle level nursing managers, Sheba Medical Center, Chair.
- 2006 "Economic Summit – economical issues in health care, conference of managers in health care, cooperation of Soraski and Sheba Medical Centers, Mitzpe Hayamim, Chair.
- 2007 The rejected patients and health outcomes, conference in nursing research, Sheba Medical Center, member.
- 2008 The Dead Sea Conference of Health Policy – The National Institute for Research in Health Care Policy in Israel, Organizing Committee member.
- 2009 Nursing Clinical Conference on Nursing vision and its implications in the Hadassah Medical Center, Organizing Committee, member.
- 2010 The Dead Sea Conference of Nursing Management – The Hadassah Medical Organization, Nursing Division, Chair
- 2012 The ⁹^t National Conference on Health Policy, Tel Aviv, academic Committee Member and Poster Evaluation Committee Chair.

6e-2 International

- 2008 International Conference of Nursing Research: Facing the Challenges of Health Care Systems in Transition, organizing committee and Chair. Jerusalem, Israel, June 30 – July 3.
- 2009 International Conference in Cardiology Nursing, organizing committee member, Tel Aviv.
- 2012 International Nursing conference, Organizing Committee, Chair Jerusalem, Israel, June 4-7.
- 2018 International Conference & Exhibition on Nursing (ICEN-2018), Organizing Committee, Member, Las Vegas, USA, January 29-31
- 2021

Series of International Webinars on the impact of Covid-19 on health care. Steering committee, Chair. Ono Academic College. February-June 2021.

7. Research grants

- 2001-2002 - Impact of nursing education on patient compliance and health services utilization, a week and a month after hospitalization discharge. The National Institute for Research in Health Care Policy in Israel. **Toren, OPI.**, Kerzman, H., Baron -Epel, O. 100,000/100,000NIS #1
- 2003-2004 - The effect of different types of patient counseling prior to hospital discharge on patients' coping with self care in the community. The National Institute for Research in Health care Policy in Israel. **Toren, OPI.**, Kerzman, H., Baron –Epel, O. 100,000/100,000NIS #2
- 2003-2004 - Re-stratification in nursing manpower. The A. Z. Cohen foundation. **Toren, OPI.**, Gilad, Y. 150,000/150000NIS
- 2005-2007 - Re-stratification in nursing manpower. Paamei Tikva Foundation. **Toren, OPI.**, Gilad, Y. (2005-2007). 3,000/29,000\$
- 2005-2006 - The long term effect of hospital discharge of cardiac patients on different types of healthcare utilization. The National Institute for Research in Healthcare Policy in Israel. **Toren, OPI.**, Kertzman, H. , Baron –Epel, O. 100,000/100,000NIS #,4
- 2007-2008 - Registered nurses – work characteristics, survival at work, and work force supply and demand. The National Institute for Research in Healthcare Policy in Israel. Nirel, N., Toren, OCPI., Riba, S. 100000/300000 NIS #8,9,17
- 2008 - Relationship between RNS' professional autonomy, leadership style and quality outcomes, a Prospective study. Toren, OPI., Zelker, R., Vaknin, O., HMO Institutional grant. 11,000/11,000.
- 2009 - An Investigation of the Professional Boundaries between Physicians and Nurses: Neonatology – a Case Study. The National Institute for Research in Healthcare Policy in Israel. Toren. OPI., Toker, A., Nirel, N. 0/139,000. #11,15
- 2009 – Identification of Nurse Practice Environment Characteristics associated with General Hospital Registered Nurse Retention and Job Satisfaction for the Purpose of Determining Magnet Hospitals in Israel. The National Institute for Research in Healthcare Policy in Israel. De Kyser-ganz, F., Toren, OCPI.

50000/100000. #10

2013 - Effects of nurse staffing and nurse education on quality indicators in Israeli general hospitals. The National Institute for Research in Healthcare Policy in Israel. (2013). Toren., OPI., Peles-Burtz, A., Admi, H.

2015 - The Oncology Patient Between Hospital and Community. The National Institute for Research in Healthcare Policy in Israel (2015). Chinitz, D., Uzieli, B., Toren, OCPI., Monas, M. 198000/198000. #18

2019 - Patients attitudes towards digital health. Ono Academic College. A pilot study grant (2019). Toren, OPI , Reicher, S. (accepted) 3000/3000 NIS.

2020 - Personalized Medicine for patients diagnosed with atrial fibrillation that are hospitalized in internal departments at Hadassah - Mining of biomedical data and medical and nursing quality measures for better patient outcomes. Gesner Fund for Medicine and Research (2020). Toren, OPI, Ben Yehuda, A., Goldman, O., Ben Asuli O. (submitted).

2021 - Consumption of telemedicine health services - characteristics of use, attitudes, knowledge and personal reported outcome measures (PROMs) among a variety of groups in Israel. The National Institute for Research in Healthcare Policy in Israel (2021). Toren, O. PI , Madar G., Reicher, S. (accepted). 132000NIS

2023 - Nursing students' recruitment challenges, focusing on professional image and personnel management policy in the context of Generation Z. The National Institute for Research in Healthcare Policy in Israel (2023). Toren, O.PI , Chen, O.,Munitz-Shenkar, D., Reicher, S. (under review).

8. Teaching at Hebrew University

8a-1 Supervision Master Theses

- 2011 Liza Monas – Development and contribution of the nurse coordinator role in the oncology division at the Hadassah Medical Center. School of Public Health, Master in MPH, supervision with Prof, D. Chinitz
- 2011 - Fadlon Yafit – Professional perception of physicians and nurses regarding nurses autonomy and broadening clinical authority in Intensive Care

Units. School of Nursing, Master in Nursing Science, supervision with Dr. F. Dekyzer. Awarded as the best Thesis of the year 2015. Graduation with honors.

- 2011 – Gabriel Katan - Towards an Ehealth & Mhealth national policy: an analytical study of the utilization of ICT in the Israeli sick funds. School of Public Health, Master in MPH, supervision with Prof, D. Chinitz . Graduation with honors.
- 2012 – Irena Urinovsky – Nursing attitudes to working with nonprofessional personnel, Master in MPH, supervision with Dr. R. Kalderon
- 2017 – Dukhi Mohanad - The relationship between staff awareness and the intention to report near miss events, patient safety culture and sociodemographic characteristics among hospital nurses, Master in Nursing Science, supervision with Prof. F. Dekyzer. Graduation with honors.

8b. Doctoral students

- 2020 - Shula Ohana – Education protocols for Oncology patients- effectiveness and reliability. Accompanying committee.

8c. Courses Taught at the Hebrew University – Course Coordinator, Co-Coordinator and/or Main Instructor

- 2010 Management in Health Care Systems (baccalaureate) - Seminar
- 2010- 2018 - Health policy for specialized nurses (Master, MPH) – Course
- 2009- 2017 - Health economics and management (baccalaureate) - Course
- 2012 –2018 Health system management in a changing world (Master, nursing) - Course

8d. Courses Taught at the Ono Academic College 2020 - now

- Introduction to research (Baccalaureate)
- Health quality, evidence based practice and nursing research
- Case Management – introduction to clinical experience (Master, Case management)
- Research seminar

9. List of Publications

1. Doctoral Dissertation

Mental and physical health of heart recipients as predictors of the spouse-caregivers' health one year after the transplant.

Supervisor: Prof. Jacqueline Dunbar-Jacob. Degree awarded in 1995. Pittsburgh University Libraries.

2. Books and Monographs

- a. **Toren, O.,** Picker, O. (2009). Nursing leadership and management in Israeli hospitals (eds). Jerusalem: Magnes Press. (Hebrew).
- b. Nirel, N., Riba S., Reicher, S., **Toren, O.** (2010). *Registered nurses in Israel: Workforce Supply – Patterns and Trends.* Jerusalem: Myers - JDC - Brookdale Institute , Research report. (Hebrew).
- c. **Toren, O.,** Nirel, N., Tzur, Y., Toker, A. (2013). Professional Boundaries between Physicians and Nurses: Neonatology – a Case Study. Jerusalem: Myers - JDC - Brookdale Institute , Research report. (Hebrew).

3. Chapters in edited books -

- a. **Toren, O.,** Picker, O. (2009). Nursing management in hospitals. In O. Toren & O. Picker (Eds.), Nursing leadership and management in Israeli hospitals (pp 5-27). Jerusalem: Magnes Press. (Hebrew).
- b. Picker, O., **Toren, O.** (2009). Nursing professional policy in Israel. In O. Toren & O. Picker (Eds.), Nursing leadership and management in Israeli hospitals (pp 27-41). Jerusalem: Magnes Press. (Hebrew).
- c. **Toren, O.,** Balaban,R. (2009). Staff development. In O. Toren & O. Picker (Eds.), Nursing leadership and management in Israeli hospitals (pp 151-208). Jerusalem: Magnes Press. (Hebrew).
- d. Balaban,R., **Toren, O.** (2009). Staff evaluation. In O. Toren & O. Picker (Eds.), Nursing leadership and management in Israeli hospitals (pp 208-237). Jerusalem: Magnes Press. (Hebrew).
- e. **Toren O.** (2013). Health and Healthcare in Israel. In the Global Health,

Issues and Policies (pp 547-561). C. Holtz Eds. Jones and Bartlett Publishers., Boston, MA.

- f. **Toren O.** , Lipschuetz, M, (2016). Health and Healthcare in Israel. In the *Global Health, Issues and Policies*. C. Holtz Eds. Jones and Bartlett Publishers., Boston, MA.
- g. **Toren O.** , Lipschuetz, M, (2020). *Health and Healthcare* in Israel. In the *Global Health, Issues and Policies*. C. Holtz Eds. Jones and Bartlett Publishers., Boston, MA.

5. Articles

a. Original Papers in International Peer Reviewed Journals:

1. Kerzman H., ^(PI) Shitrit A., Brin L., & **Toren, O.** (2004). Comparison of characteristics of falls among hospitalized patients in a large medical center between two periods. *Journal of Advanced Nursing*, 47(2), 223–229. IF 2.56, Q1-10/150 nursing (miscellaneous). Times cited: 104.
2. Kerzman H., Bar-On Appel, O., & **Toren, O.** (2005). What do patients know about their medication? *Patient Education and Counseling*, 55, 276-282. IF 2.67, Q1- 355/2754 medicine(miscellaneous). Times cited :104.
3. **Toren, O.**, Kertzman, H., & , Bar-On Appel, O. (2006). Patients' knowledge regarding medication therapy and the association with health services utilization. *European Journal of Cardiovascular Nursing*, 5, 311-316. IF 2.296, Q1 – 4/63 advanced specialized nursing. Times cited: 38.
4. **Toren, O.**, Wagner, N. (2010). Applying an ethical decision-making tool to a nurse management dilemma. *Nursing Ethics*,17(3), 393-402. IF 2.59, Q1 -5/41 ethics and legal aspects. Times cited: 67.
5. Savion, I., Khoury, K., Alkoken, G., Raz , I., Leibovitz, G., Eldor, R., **Toren, O.** (2010). Glucose management by RNs for adult patients hospitalized in medical wards – Structured guidelines (protocol) and working process. *Diabetes Spectrum*, 23, 268-271. Unranked, Q2 – 59/139 internal medicine. Times cited: 0.
6. Porat, N., Picker-Rotem, O., Shneider, A., Weingart -Eimerl, E., Vaknin, O., **Toren, O.**, Dayan, G., Bartal, N., Zelker, R. (2010). Creating a vision: managing a change process in nursing practice, in a tertiary medical **organization. Journal for Nurses in Professional Development**, 27(1), 18-24. Unranked. Q2 – 9/32 nursing. Times cited: 1.

7. **Toren, O.**, Kerzman, H., Kigli-shemes, R., Kagan, I. (2011). The difference between professional image and job satisfaction of nurses who studied in a post basic education program and nurses with generic education; A questionnaire survey. *Journal of Professional Nursing*, 27, 28-34. IF 2.04, Q1 – 12/150 nursing miscellaneous. Times cited: NA.
8. **Toren, O.**, Zelker, R., Porat, N. (2011). Preferences of Israeli nursing students of their future working place. *Journal of Nursing Management*, 1-11. IF 2.24, Q1-4/32 leadership and management. Times cited: 26.
9. Porat, N., Picker-Rotem, O., Shneider, A., Weingart -Eimerl, E., Vaknin, O., **Toren, O.**, Dayan, G., Bartal, N., Zelker, R. (2011). Creating a Vision for Nursing Practice in a Tertiary Medical Organization in Israel. *Journal for Nurses in Professional Development*, 27:1, 18-24. Unranked, Q2 – 9/32, nursing. Times cited: 1.
10. Nirel, N., Riba, S; Reicher, S, **Toren, O.** (2012). Registered Nurses in Israel: Workforce Employment Characteristics and Projected Supply. *The Israel Journal of Health Policy Research* 1:11. IF 1.74, Q- NA Times cited: 19.
11. **Toren, O.**^(PI), Zelker, R., Lipschuetz, M., Riba, S., Reicher, S., Nirel, N. (2012). Turnover of Registered nurses in Israel: Characteristics and predictors. *Health Policy*, 105, 203– 213. IF 2.21, Q1 – 39/257 health policy. Times cited: 22.
12. DeKeyser Ganz, F., **Toren O.** (2014). Practice Environment Characteristics, Retention, and Job Satisfaction: A Comparison of Nurses Working in intensive and Acute Care. *The Israel Journal of Health Policy Research*, 3:7. IF 1.74, Q-NA. Times cited : 48. doi:10.1186/2045-4015-3-7 URL:
<http://www.ijhpr.org/content/3/1/7>
13. Toren, O., Nirel, N., Tzur, Y., Lipschuetz, M., Toker, A. (2014). Examining professional boundaries between nurses and physicians in Neonatal Intensive Care Units. *The Israel Journal of Health Policy Research*, 3:43. IF 1.74, Q-NA. Times cited: 6. doi:10.1186/2045-4015-3-43.
14. DeKeyser Ganz, F., Wagner, N., **Toren O.** (2015). Nurse Middle Manager Ethical Dilemmas and Moral Distress. *Nursing Ethics*, 22(1), 43-51. IF 2.59, Q1 - 5/41 ethics and legal aspects. Times cited: 43.

15. Catan, G., Espanha, R., Veloso Mendes, R., **Toren, O.**, Chinitz, D. (2015). Health information technology implementation - impacts and policy considerations: a comparison between Israel and Portugal. *The Israel Journal of Health Policy Research*. 4:41. IF 1.74, Q- NA. Times cited: 20.
16. DeKeyser Ganz, F., **Toren, O.**, Fadlon, Y. (2016). Factors associated with Full Implementation of Scope of Practice, *Journal of Nursing Scholarship*, 48:3, 285-293. IF 2.65, Q1 – 8/150 nursing miscellaneous. Times cited: 15. doi: 10.1111/jnu.12203
17. Kalderon, R., Urinovsky, I., **Toren, O.** (2017). Attitudes of registered nurses regarding their interaction with unlicensed personnel: a phenomenological study. *Journal of Clinical and practical Nursing*, 1(1). Unranked, Q- NA. Times cited: 0. [Http:// openaccesspub.org/article/499/jcpn-17-1580.pdf](http://openaccesspub.org/article/499/jcpn-17-1580.pdf)
18. **Toren, O.**, Zelker, R., Lipschuetz, M., Riba, S., Reicher, S., Nirel, N. (2017). Internal Turnover of Hospital Nurses in Israel. *International Journal of Translational Research*, 1:1. C, Q- NA. Times cited: NA. <http://openaccesspub.org/ijtr/article/561>
19. Monas, L., **Toren, O.**, Uzieli, B., Chinitz, D. (2017). Staff Members' Perceptions of Oncology Nurse Coordinators performance at a tertiary Medical Center: A Case Study. *The Israel Journal of Health Policy Research*, 2-11. IF 1.74, Q- NA. Times cited: 10. doi: 10.1186/s13584-017-0186-8.
20. Toren, O., Lipschuetz, M. (2017). Falls Prevention in Hospitals – the Need for a New Approach: An Integrative article. *Nursing & Care Open Access*, 2(3): 00040. Unranked, Q – NA. Times cited:0. doi: 10.15406/ncoaj.2017.02.00040
21. **Toren, O.**, Nirel, N., Tzur, Y., M., Toker, A., Lipschuetz. (2018). Nurses' Authority in Neonatal Intensive Care Units (NICUs) in Israel, the disparity between policy and Practice. *Archives of Nursing Practice and care*. Unranked, Q- NA. Times cited: NA. ISSN: 2581-4265
22. DeKeyser- Ganz, F., Margalith, I., Benbinishty, J., Hirschfeld, M., Wagner, N., **Toren, O.** (2019). A Conflict of Values: Nurses' Willingness to Work under Threatening Conditions. *Journal of Nursing Scholarship*, 51(3), 281-288. IF 2.65, Q1 – 8/150 nursing miscellaneous. Times cited: 4. doi:10.1111/jnu.12466

23. Harari, R., **Toren O.**, Tal, Y., Ben-Porat, T. (2021). Food allergy safety: A descriptive report of changing policy in a single large medical center. *The Israel Journal for Health Policy Research*, 10 (32).
<https://doi.org/10.1186/s13584-021-00466-w>
24. **Toren, O.**, Mohanad, D., DeKeyser-Ganz, F. (2021). Hospital nurses' intention to report near misses, patient safety culture and professional seniority *International Journal for Quality in Health Care*. 33(1).
doi: 10.1093/intqhc/mzab031.
25. **Toren, O.**, Sela T., Reicher, R. (2021). Using TeleMedicine during the Covid-19 Pandemic: Attitudes of Elderly Adults in Israel. *Frontiers in Public Health*.
doi: 10.3389/fpubh.2021.653553
26. **Toren, O.**, Lipschuetz, M., Lehmann, A' Regev, G., Arad, D. (2022). Improving patients' handoffs in general hospitals – outcomes from a national project. *Frontiers in Public Health*.
doi.org/10.3389/fpubh.2022.777678

Original Papers in Peer Reviewed Journals (Hebrew)

27. **Toren, O.** (2004). Professional councils in nursing – the international angle (part 1). *The Nurse in Israel*, 169, 16-19.
28. **Toren, O.** (2004). Professional councils in nursing – comparison between professional councils in Israel (part 2). *The Nurse in Israel*, 170, 10-12.
29. Picker-Rotem, O., & **Toren, O.** (2004). The shortage of nurses in Israel. *Harefuua*. 143, 799-803.
30. Picker-Rotem, O., & **Toren, O.** (2005). The expected shortage of nurses in Israel. *The Nurse in Israel*, 171, 12-13.
31. Golander, H., & **Toren, O.** (2005). Identifying national priorities in nursing research needed in Israel – utilizing the 'Delphi' survey method: Description of the first stage, *Guf Yeda*, 2, 80-87.
32. **Toren, O.** (2007). Nursing moral dilemmas: A view of a director of nursing. *The Nurse in Israel*, 176, 8-11.
33. Porat, N., Picker-Rotem, O., Shneider, A., Weingart -Eimerl, E., Vaknin, O., Toren, O., Dayan, G., Bartal, N., Zelker, R. (2011). Implementing the nursing vision at Hadassah Medical Organization – challenges and practical issues. *The nurse in Israel*, 186, 45-49).

34. Golander, H., **Toren, O**[®]. (2012). Trends and development of nursing research in Israel and at Hadassah Medical Organization. *Hadassah Alumni Journal*. Dvar Habogrim, October – November, 41.
35. **Toren, O.** Margalit, I., Wagner, N. (2015). Nursing students challenging the ethical Chamber. *The nurse in Israel*, 197, 48.
36. Schperling, D., Golpenshein, N., Drach –Zehavi, A., **Toren, O.**, Hirschfeld, M., Wagner, N., Flischman, T., Benbenishti, J., Srulovici, E. (2023). Covid19 Pandemic lessons learnt for future Nursing preparedness and recommendations for improvement the readiness for the next crisis: Recognition of the organizational paradox for growth. *Guf Yeda*, Oct 23, pp. 21-29. (Hebrew).

6. Papers Presented

a. Invited Lectures

1. **Toren, O.** Shortage of nurses in Israel – how big is the problem. *The Israeli Management Center*, December, 2007.
2. **Toren, O.** Nursing Authority and professional Independence. *The Society of Management in Israel (HAMIL)*, May, 2008.
3. **Toren, O.** Nursing in Israel. *The Myers – JDC- Brookdale Institute*, Directorate Meeting, June, 2009.
4. **Toren, O.** The Nursing Position in Israel in the 3rd Centennial. *The 16th Israeli National Nursing Conference*. Tel Aviv , June, 2009.
5. **Toren, O.**, Kertzman, H., Bar- On Appel, O. The long term effect of hospital discharge of cardiac patients on different types of healthcare utilization. *The National Institute for Research in Healthcare Policy in Israel*, October, 2009.
6. Huri, H, **Toren, O.** "Promoting evidence based nursing activities to improve nursing quality care in a tertiary medical health care organization". *Implementing evidence based practice in health care professions*, Haifa University, Best Practice Unit for implementation of evidence based, June, 2010.
7. **Toren, O.** Magnet Hospital Concept in Israel , comparison to the world. Clalit HMO nursing leadership annual meeting, Petah Tiquwa, 2012.
8. **Toren, O.** Health Care Changes Affecting the Nursing Profession – The Future is here. Soroka Nursing School, July, 2015

b. Papers Presented in Scientific Meetings Published as Proceedings

1. **Toren, O.** Organizational project of closing department. *The 7th Israeli National Nursing Conference*. Jerusalem, December 1990. (lecture).
2. Raanan, O. **Toren, O.** Boney, B., Tevet, H. Physical evaluations of cardiac surgery patients in an emergency care unit to improve nursing treatment. *The 9th Israeli National Nursing Conference*. Jerusalem, November 1994. (lecture).
3. **Toren, O.**, Blech, M. Managing Nursing. Comparison between process of nursing absorption of new immigrants and Israeli nurses. *The 9th national conference of the Israeli National Nursing Conference*. Jerusalem, November 1994.(lecture).
4. **Toren, O.** Cognitive functioning – measurements and projections of chronic diseases. The Nursing Research Center of Chronic Diseases. Pittsburgh University, USA, April 1997. (lecture).
5. **Toren, O.** Heart transplantation's effect on the caring spouse – one year after the transplant. The 12th Israeli National Nursing Conference. Tel-Aviv, December 2000. (lecture).
6. **Toren, O.** Physical and mental characteristics of patients with heart transplantation as health predictor of their spouses one year later. *The International Conference of Cardiology*. Tel-Aviv, 2000. (lecture).
7. Morag, A., Muchnik, D., Veksler, V., Waldman, M., Bental, S., & **Toren, O.** Improvement in treatment of patients with central IV catheter. *The Conference for Quality in the Public Service*. Tel-Aviv, 2001. (lecture).
8. Kerzman H., Grinberg, A., & **Toren O.** Computerizing nurses' work: Attitudes and barriers. *The International Council of Nursing 22nd Congress*. Denmark, 2001. (lecture)
9. Hertz, D., **Toren, O.**, & Kerzman, H. Nurses as case managers: A description and realization of project in general hospital. *The 13th Israeli National Nursing Conference*. Tel-Aviv, December 2002. (poster)
10. **Toren, O.**, Muchnik, D., & Kerzman, H. The evening –night supervisor in the quality circle. The 14th International Conference of the Israel Society for *Qualit.*, Jerusalem, 2002. (poster).
11. Kerzman, H., Shitrit, A., Brin, L., & **Toren, O.**, Comparison of characteristics of falls between two periods among hospitalized patients in large general medical center. The 11th Biennial Conference of the workgroup of The European Nurse

- Researchers (WENR)*. Geneva, 2002. (poster)
12. Bachar, Z., & **Toren, O.** Usage of new technology to learn clinical capabilities. The 13th Israeli National Nursing Conference. Tel-Aviv, December 2002. (lecture)
 13. **Toren, O.**, Muchnik, D., & Kerzman, H. Management control – from intuitive process to built-in process. The 13th Israeli National Nursing Conference. Tel-Aviv, December 2002. (lecture)
 14. **Toren, O.** The influence of privatization in governmental institutions on nursing care. *The Israeli Institute for Management*. June, 2003. (lecture)
 15. Karzman, H., **Toren, O.**, , O. (2002). The importance of pre-discharge medication counseling characteristics and their association with medication adherence. The 11th Biennial Conference of the workgroup of European Nurse Researchers (*WENR*), Geneva, 2002. (lecture)
 16. **Toren, O.**, Shamai, O., Karzman, H. Pain – professional tools for treating and measuring outcomes. *The ACENDIO conference*. Paris, April, 2003. (lecture)
 17. **Toren, O.**, Kerzman, H., Kaplan, G., & Bubis Feder, M. The role of the unit nurse manager: How does it look in the eyes of nurses and physicians. *The Royal College of Nursing International Nursing Research Conference*. Manchester, 2003. (poster)
 18. Bechar, Z., & **Toren, O.**, Amit, N. Patients' involvement in clinical management and self care decision making. *The National Conference of Health Policy*. Tel Aviv, 2003. (lecture)
 19. Even Zahav A., Ben Yaakov, N., & **Toren, O.** Evidence Based Practice in managing decubitus wounds. *The Conference for Quality in Medicine*. Tel Aviv, 2003. (lecture)
 20. Even Zahav A., Ben Yaakov, N., & **Toren, O.** Management tools to reduce treatment costs of decubitus wounds. *The National Conference of Health Policy*. Tel Aviv, 2003. (lecture)
 21. **Toren, O.** Patients' knowledge about medication therapy and the use of health services after hospitalization in a general unit. *The National Conference of Health Policy*. Tel Aviv, 2003. (lecture)
 22. **Toren, O.**, & Kerzman, H. Quality of life of cardiac patients measured by the SF36. The half yearly meeting of the Israeli Research Nursing Association. Tel Aviv, 2004. (lecture)

23. **Toren, O.**, Kerzman, H., Baron Apel, O. Patient knowledge about medication therapy and utilization of health services. *The Sigma Theta Tau International*. Ireland. 2004. (poster)
24. Goldman, D., Reiss, S., Rahaminov, O., Saleznayev R., Moskovitch, A., Menzon, A., Vilhelm, D., & Toren, O. Outcomes in nursing – total quality assurance in hospitals. The 9th Conference of the Israeli Society for Quality in Management. June. 2004. (lecture)
25. Shamai-Rosler, O., Goldman, D., Muchnic, D., Zaslanski, R., Yosef, H., Gur-Arie, I., Toren, O. Pain management as an indicator for nursing quality. The Annual Conference of the Israeli Society for Quality in Health. June, 2004. (poster)
26. Brand, E., Grinberg, A., Nenged, I., Tzvi, Y., Toren, O. Clinical Call Center in a Tertiary health care center. The Annual Conference of the Israeli Association of Medical Information. June, 2004. (lecture)
27. Goldman, D., Tevet, H., Grinberg, A., & Toren, O. E – learning, a significant tool to promote knowledge of health professionals. The Annual Conference of the Israeli Association of Medical Informatics. June, 2004. (lecture)
28. Goldman, D., & Toren, O. Unit characteristics as a prospect for quality management. The Annual Conference of the Israeli Society for Quality in Health. June, 2004. (poster)
29. Goldman D., Brin L., & **Toren, O.** Department characteristics to ensure nursing quality. The 14th Israeli National Nursing Conference. Tel-Aviv, December 2004. (poster)
30. Goldman, D., Tevet, H., Grinberg, A., & **Toren, O.** Tele Nursing as an integral tool for staff development. The 14th Israeli National Nursing Conference. Tel-Aviv, December 2004. (lecture)
31. Kerzman, H., Shinar, E., & **Toren, O.**, Green, M.S. HCV positive blood donor compliance and knowledge. The 11th Biennial Conference of the workgroup of European Nurse Researchers (WENR., Lisbon, 2004. (lecture)
32. **Toren, O.**, Kerzman, H., Koren, N., , O. Predictors of Health Services Utilization: The Advantage of Patients' Knowledge regarding Medication

- Therapy. The 11th Biennial Conference of the workgroup of European Nurse Researchers (WENR). Lisbon, 2004. (lecture).
33. Benita, S., Levine, I., Tevet, H., Behar, Z., Gun Ushishkin, M., Berkenstadt, H., **Toren, O.**, & Ziv, A. Virtual hospital to Improve Management skills in nursing. The 11th International Ottawa conference on Medical Education. July 2004. (poster)
 34. Even Zahav A., Kerzman, H. & **Toren, O.** Improving treatment and decreasing cost of treating pressure ulcers. The 4th International Evidence Based Nursing pre-conference and 17th international Nursing Research Congress, Montreal, 2006. (lecture)
 35. **Toren, O.**, Bahar, Z., Amit, N., Livni, N., Mishari, S., & Kerzman, H. Patient Empowerment: Bridging the Gap Between Attitudes and Behavior Among Patients and Caregivers in a Hospital Setting. The 22nd International Society for Quality in Health Care (ISQua). 2005, Vancouver, Canada. (lecture)
 36. **Toren, O.** Kerzman, H., & Baron-Epel, O. Patients knowledge about medication therapy and utilization of health care services. *The Sigma Theta Tau* international, Honor Society of Nursing. Hawaii, 2005. (lecture)
 37. Kerzman, H., **Toren, O.**, Baron-Epel, O. The effect of different types of patient counseling prior to hospital discharge, on patient coping with self care in the community. The Sigma Theta Tau international, Honor Society of Nursing, *Hawaii*, 2005. (lecture)
 38. **Toren, O.** Kerzman, H., & Baron-Epel, O. Patients counseling and health services utilization. The 5th conference of the National Institute for Health *Services Research and Health Policy*. A decade for the Israeli law of national health insurance . Tel Aviv, 2005. (poster)
 39. **Toren, O.**, & Golander, H. Main topics needed for nursing research in Israel - Summary of a Delphi study. The 15th Israeli National Nursing Conference. Jerusalem, January 2007. (lecture)
 40. **Toren, O.**, Kerzman, H., Yerushalmi-Lavi, T., & Baron-Epel, O. Maintaining healthy life style and health services utilization among cardiac patients after discharge from hospitalization – a long term effect of structured discharge plan. *The 15th Israeli National Nursing Conference*, Jerusalem, January 2007. (lecture).

41. Kerzman, H., **Toren, O.**, & Baron-Epel, O. The effect of counseling intervention at discharge on quality of life among cardiac patients. *The Third International Jerusalem Conference on Health Policy, The Israel National Institute for Health Policy Research*, Jerusalem, 2006. (lecture)
42. **Toren, O.**, Kerzman, H., Siman-Tov, M., Kigli-Shemesh, & R., Kagan, I. The association between post-basic nursing education, professional image and job satisfaction. The European Association for Communication in Health. Geneva, 2006. (lecture)
43. **Toren, O.**, Kerzman, H., Siman-Tov, M., Kigli-Shemesh, R., & Kagan, I. The Israeli model for post basic education: Professional and personal benefits. *The 17th International Nursing Research Congress focusing on evidence based practice, Sigma Theta Tau*. Toronto, 2006 (Poster)
44. Mezan, R., Kerzman, H., balaban, R.,& **Toren, O.** Improving quality of nursing care: a multi-dimension model to improve performance and prevent pain and decubitus ulcers in a tertiary health care facility. *The International Nursing Research Congress Focusing on Evidence-Based Practice, Sigma Theta Tau*. Vienna, July 2007. (lecture)
45. **Toren, O.**, Kerzman, H., Yerushalmi-Lavi, T., & Baron-Epel, O. Promoting patients' knowledge for disease management and self care and utilization of health services. The International Nursing Research Congress Focusing on Evidence-Based Practice, Sigma Theta Tau. Vienna, July 2007. (lecture)
46. **Toren, O.**, Kerzman, Bar-or Epel, O. Hospitals and community Emergency Services Utilization of Cardiac Patients, a 2 years Follow-up after discharge. The 16th Israeli National Nursing Conference. Tel Aviv , June, 2009 (lecture).
47. **Toren, O.**, Zelker, R., Porat, N. Factors associated with nursing student selection of working place. The 7th National conference of the Israeli Nursing Association *for Research*. Tel Aviv, 2009. (lecture).
48. Nirel, N., Riba, S., Riecher, S., Yair, Y., **Toren, O.** Registered Nurses in Israel: Workforce Supply - Patterns and Trends. *The 4th International Jerusalem Conference on Health Policy*, Jerusalem, December 2009 (lecture).
49. **Toren, O.**, Riba, S., Reicher, S., Nirel, N. Mobility of Nurses in Israel: Patterns and Trends. 21st International Nursing Research Congress, Sigma

- Theta Tau*, Orlando, July, 2010 (lecture).
50. **Toren, O.**, Riba, S., Reicher, S., Nirel, N. Patterns and Trends of Registered Nurses' Mobility in Israel. The 9th National Conference on Health Policy, Tel Aviv, 2012 (lecture).
 51. Dekeyser-Ganz, F., **Toren, O.** Nurse Practice Environment Characteristics Associated with Nurse Retention and Job Satisfaction for the Purpose of Determining Magnet Hospitals in Israel. *The 9th National Conference on Health Policy*, Tel Aviv, 2012 (poster).
 52. Zelker, R., **Toren, O.**, Vaknin, O. Professional Autonomy, Leadership Styles and their Association with Quality and Safety Nursing Indicators. *The International Nursing Conference, Nursing: Caring to Know, Knowing to Care*, Jerusalem, 2012 (poster).
 53. Dekeyser-Ganz, F., **Toren, O.** Nurse Practice Environment Characteristics Related to Nurse Retention and Job Satisfaction among Israeli Hospital Nurses. The international Nursing Conference, Nursing: Caring to Know, Knowing to Care, Jerusalem, 2012 (lecture).
 54. **Toren, O.**, Nirel, N. Registered Nurses in Israel: Workforce Supply – Patterns and Trends. The international Nursing Conference, Nursing: Caring to Know, *Knowing to Care*, Jerusalem, 2012 (lecture).
 55. Dranitzky-Elhalel M., Leshem, R., **Toren, O.**, Khury K., Zelker, R. Erythropoiesis stimulating agents (ESA) Dose Alteration of Chronic Hemodialysis Patients Using Nurse Led Protocol. The international Nursing Conference, Nursing: Caring to Know, *Knowing to Care*, Jerusalem, 2012 (lecture).
 56. Lipschuetz, M., **Toren, O.** Nursing research center in a tertiary medical center – from strategy to action. The 17th Israeli National Nursing Conference. Tel Aviv , October, 2012 (lecture).
 57. **Toren, O.**, Nirel, N., Tzur, Y., Toker, A. (2013). Professional Boundaries between Physicians and Nurses: Neonatology – a Case Study. *The 5th International Jerusalem Conference on Health Policy*, Jerusalem, December 2013 (lecture).
 58. **Toren, O.** (2013) Managing logistics processes via changes in the OR working system. The 15th Conference of the National Council of Logistics in Health Care, Shfaim, April, 2013 (Invited lecture).

58. Catan, G., Chinitz, D., **Toren, O.** (2014). Towards an e-health policy: a descriptive and analytical study of the utilization of information & communication technology (ICT) in the Israeli community health care delivery system. e-CASE & e-TECH Conference , Japan April 2014, (lecture).
59. Catan, G., Chinitz, D., Toren, O. (2015). The Impact of eHealth and mHealth on Physician Behavior and Patient Involvement: The Israeli and Portuguese Cases. Education and Information Program of Med-e-Tel, Luxembourg, April 2015, (lecture).
60. Orinovsky, I., Caldaron-Margalit, R., **Toren, O.** (2016). Attitudes of registered nurses regarding their work and interactions with unlicensed personnel. Achieving Transformational and Sustainable Development in Health and Social Care. Sixth Pan-Pacific Nursing Conference and First Colloquium on Chronic Illness Care. Hong Kong. (lecture).
61. **Toren, O.**, Toker A., Nirel, N., Lipschuetz, M. Y. Tzur. (2016). Is there a disparity between policy and practice? The case of Nurses' Authority in Neonatal Intensive Care Units (NICUs) in Israel. *The 6th International Jerusalem Conference on Health Policy*, Jerusalem, May 2016, (lecture).
61. Monas L., Chinitz, D., **Toren, O.**, Uzieli, B. Mirror of Time: innovations, initiatives and breakthroughs in nursing activity in Israel. *The 4th Annual Conference*, The Israeli Society of Nursing History. Tel Aviv, June, 2016 (lecture).
62. **Toren, O.**, Nirel, N., Tzur, Y., Toker, A. (2017). Professional Boundaries between Physicians and Nurses: Neonatology – a Case Study. International Congress of Gynecology and Obstetrics, Prague, May 2017 (lecture).
63. Toren, O. (2018) Changing safety culture in a tertiary medical center - A formula that works . International Conference & Exhibition on Nursing (ICEN-2018), Las Vegas, January, 2018.
64. Toren O., Urinovsky, I. (2018). Attitudes of registered nurses regarding their interaction with unlicensed personnel: a cross-sectional study. *International Conference & Exhibition on Nursing (ICEN-2018)*, Las Vegas, January, 2018 (E-Poster).
65. Toren, O., Porat, N. (2018). Debriefing of Adverse and Near Misses Events to Promote Safety of Patient Care: Focusing on Organizational Learning.

- International Conference & Exhibition on Nursing (ICEN-2018), Las Vegas, January, 2018 (poster).
66. Toren, O. (2018). Moral challenges in the era of technological advancement and economic thinking. *Nursing Ethic's Bureau*. Tel Aviv' May 2018 (Panel Instructor).
 67. **Toren, O.**, Wagner, N. Confidentiality of personal information in an era of Big Data - the rights of the individual versus the rights of society. *The 24th Annual World Congress on Medical Law and Bioethics*,, Tel Aviv, Israel September 2018 (lecture).
 68. **Toren O.** Dokhi M., Dekeyser-Ganz, F. Intention to report a near miss among hospital nurses, patient safety culture and professional seniority. *ICN International Conference*, Singapore, June 2019 (lecture).
 69. **Toren, O.**, Lipschuetz, M., Arad D. Improving patient handoffs in general hospitals – outcomes from a national project. *Taiwan International Nursing Conference Endorsed by the International Council of Nurses (TWINC 2020)*, Taiwan, September 2020 (lecture).
 70. **Toren, O.**, Reicher, S., Sela, T. Using TeleMedicine during the Covid-19 Pandemic: Attitudes of Elderly Adults in Israel. *The 17th Conference of the Israeli Association for Nursing Research*, Kiriati Ono, December, 2020 (Lecture).
 71. Reicher, S., Sela, T., **Toren, O.** The Israeli experience of adult use of telemedicine services during Covid -19 pandemic. What can be learned. *Nursing around the world, ICN Congress*. A virtual meeting, November 2021 (lecture).
 72. **Toren O.** Dokhi M., Dekeyser-Ganz, F. Association between intention to report a near miss among hospital nurses, patient safety culture and professional seniority. The 18th conference of the Israeli Association for Nursing Research. Tel Aviv, November, 2021 (lecture).
 73. **Toren, O.**, Madar, G., Reichman, S. Attitudes of patients towards the use of Telemedicine for the consumption of health care services. *The 14th National Conference on Health Policy*, Tel- Aviv, March 2022, (e-poster).
 75. **Toren, O.**, Lipschuetz, M., Lehman, A., Regev, G., Arad D. (2022). Improving safety in general hospitals using structured handoffs: Quality outcomes from a national

project. ISQua's 38th International Conference, *International Society of Quality in Health*

Care, Brisbane Australia, October 2022 (poster).

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77. **Toren, O.**, Madar, G., Reichman, S. The nurse role in the era of telemedicine healthcare services – What can be learned? *ICN, International Conference*, Montreal, July 2023, (e-poster).

78. Reichman, S., Madar, G., **Toren, O.** Israeli Digital Health Services: Perception and usage among Jews and Arabs. *ICN, International Conference*, Montreal, July 2023, (lecture).