Oral Communications

4th International Congress "Customer-Centered Care and Quality Standards

16ᵗʰ & 17ᵗʰ, january, 2025

Submission Abstracts

Free communications with primary and secondary studies or results from the implementation of research projects and continuous quality improvement and innovative nursing care practices within the scope of the Nursing Care Quality Standards of the Ordem dos Enfermeiros in Portugal are accepted:

- Nursing care organization
- Customer satisfaction
- Health promotion
- Prevention of complications
- Well-being and self-care
- Functional readaptation

IMPORTANT DATES:

- Deadline for abstract submission: **06.01.2025**
- Notification to authors of acceptance: **08.01.2025**
- Deadline for sending the final version of the audiovisual presentation support for free communications: **14.01.2025**

I - Guidelines for abstract submission:

1. Free abstracts and Poster communications must be sent to the organizing committee until, through the following email address: **cocongressointernacional@esel.pt** ;
2. Abstracts must report to projects as mentioned above;
3. Abstracts must comply with the instructions detailed in Point II:
4. Abstracts submitted for consideration must be original;
5. Abstracts must have a limit of **500 words**, Arial font size 12;

6. Authors should send all procedural questions to the email **cocongressointernacional@esel.pt** ;

7. Abstracts will be appreciated by the Scientific Committee, which will communicate the results to the reference author until **08.01.2025**

8. If the abstract is accepted, at least one author must register for the event and send the communications in digital format **(according to instructions) by 14.01.2025**

II - Instructions for writing Abstracts

1. **Authors** :

   a. Present 1st name and surname or surnames (professional name of each author);

   b. Put the name of the author who performs the presentation of the communication or poster in bold if there is more than one author;

   c. Assign each author a number above the line to correspond to the remaining identifying elements;

2. **Title** :

   a. Clarify the scope of the project (maximum 16 words);

3. **Summary - Content** :

   a. **Research Project Summaries**

      i. Abstracts should include: Introduction, conceptual framework, Method (objective/research question, type of study; participants; methodological procedures for data collection, evaluation and analysis; ethical aspects); results, discussion and conclusions, Implications; **Keywords** (maximum 5);

      ii. A maximum of 5 bibliographic references (APA Standard - American Psychological Association 7th edition) and current ones, preferably published in the last five years, except documents that constitute a reference on the subject under study;

      iii. Funding Entity(ies) – maximum 15 words (if applicable);

      iv. The abstract must not include figures, graphs, charts or tables;

     v.   The authors may write the abstract in Portuguese or English.

   b. **Summaries of Quality Improvement Projects and Innovative Practices**

      i. Abstracts should include: Introduction, conceptual framework; strategies and instruments, results and discussion, conclusions, implications/recommendations for practice; **Keywords** (maximum 5);

     ii. A maximum of 5 bibliographic references (APA Standard - American Psychological Association 7th edition*)* and current ones, preferably published in the last five years, except documents that constitute a reference on the subject under study;

    iii. Funding Entity(ies) – maximum 15 words (if applicable);

    iv. The abstract must not include figures, graphs, charts or tables;

     v. The authors may write the abstract in Portuguese or English.

III - Instructions for making and sending the Oral Communication presentation video

   1. make the video

    a. We recommend video production in Pitch format in limited amount time: 3 minutes maximum.

    b. We suggest that speakers record their presentations in the Loom ® program (HTTP: //www.loom.com) - records the PPT and the speaker's *webcam at the same time,* but you can use other *software*, namely, zoom;

    c. They should record in a place that doesn't have a lot of noise and should have good lighting;

    d. After recording, it must be exported/recorded in MPEG-4 format;

    e. We suggest you *upload* the file to WeTransfer ® (https://wetransfer.com/) and send the download *link or* upload the file to your *cloud* (Google Drive®, Dropbox®, etc.).

   2. Submit the video:

    a. You must submit your video by;

b. The authors must send the MPEG-4 file to the following emails: tnascimento@esel.pt and audiovisuais@esel.pt ;

c. To facilitate the process, you must include the following information in the file, *"Centered care_ title of presentation_name of presenter"*