

## **TATALAKSANA *OVERCROWDING* DI INSTALASI GAWAT DARURAT (IGD): *INTEGRATIVE LITERATURE REVIEW***

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### **INTISARI**

**Latar Belakang:** *Overcrowding*, waktu tunggu lama, dan antrian menjadi masalah umum di Instalasi Gawat Darurat (IGD) secara global. Tinjauan tatalaksana yang efektif dalam mengatasi *overcrowding* sangat dibutuhkan.

**Tujuan:** Tujuan penelitian ini adalah untuk mengetahui tatalaksana *overcrowding* di IGD melalui pendekatan *integrative literature review*.

**Metode:** Metode penelitian yang digunakan yaitu *integrative literature review*. Penelitian dilakukan dalam kurun waktu 3 bulan, yaitu bulan Mei-Juli tahun 2023. Proses pencarian literatur dilakukan pada *database* jurnal, meliputi PubMed, Google Scholar, Scopus dan EBSCO-MEDLINE. Peneliti menggunakan beberapa alat bantu untuk membantu proses penelitian, meliputi *Preferred Reporting Items for Systematic Reviews and Meta-Analyses* (PRISMA) dan *Crowe Critical Appraisal Tool* (CCAT).

**Hasil:** Terdapat dua tema utama dalam mengatasi *overcrowding* di IGD, meliputi strategi berbasis dalam rumah sakit (*inhospital*) dan berbasis luar rumah sakit (*outhospital*). Strategi *inhospital* terdiri dari 11 bagian, meliputi *rapid assessment*, *LEAN methods*, *telemedicine*, penambahan staff, strategi penjadwalan, strategi *forecasting*, *queue management*, *emergency short stay unit*, optimalisasi organisasi, *bed intervention*, dan *our-hour rule/national emergency access target*. Sedangkan strategi *outhospital*, terdiri dari *ambulance diversion* dan penyediaan layanan gawat darurat ketika acara publik.

**Kesimpulan:** Terdapat dua tema utama yaitu strategi di rumah sakit (*inhospital strategy*) dan di luar rumah sakit (*outhospital strategy*).

**Kata Kunci:** Instalasi Gawat Darurat; Manajemen; *Overcrowding*

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## MANAGEMENT OF OVERCROWDING IN EMERGENCY ROOM (ER): INTEGRATIVE LITERATURE REVIEW

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### ABSTRACT

**Background:** Overcrowding, long waiting times, and queues are common problems in Emergency Rooms (ERs) globally. A review of management that is effective in overcoming overcrowding is urgently needed.

**Purpose:** The aim of this study was to determine the strategy of overcrowding in the emergency room through an integrative literature review approach.

**Method:** The research method used is integrative literature review. The research was conducted over a period of 3 months, namely May-July 2023. The literature search process was carried out on journal databases, including PubMed, Google Scholar, Scopus and EBSCO-MEDLINE. Researchers use several tools to assist the research process, including the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) and the Crowe Critical Appraisal Tool (CCAT).

**Results:** There are two main themes in dealing with overcrowding in the emergency room, including in-hospital and out-hospital-based strategies. The in-hospital strategy consists of 11 sections, including rapid assessment, LEAN methods, telemedicine, staff additions, scheduling strategies, forecasting strategies, queue management, emergency short stay units, organizational optimization, bed intervention, and our-hour rule/national emergency access target. Meanwhile, the outhospital strategy consists of ambulance diversion and the provision of emergency services during public events.

**Conclusion:** There are two main themes, namely strategies in the hospital (inhospital strategy) and outside the hospital (outhospital strategy).

**Keywords:** Emergency Room; ED; Management; Overcrowding

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