

## DAFTAR PUSTAKA

- Aboagye-Sarfo, P., Mai, Q., Sanfilippo, F. M., Preen, D. B., Stewart, L. M., & Fatovich, D. M. (2015). A comparison of multivariate and univariate time series approaches to modelling and forecasting emergency department demand in Western Australia. *Journal of Biomedical Informatics*, 57, 62–73. <https://doi.org/10.1016/j.jbi.2015.06.022>
- Abolfotouh, M. A., Al-Assiri, M. H., Alshahrani, R. T., Almutairi, Z. M., Hijazi, R. A., & Alaskar, A. S. (2017). Predictors of patient satisfaction in an emergency care centre in central Saudi Arabia: A prospective study. *Emergency Medicine Journal*, 34(1), 27–33. <https://doi.org/10.1136/emermed-2015-204954>
- Adams, J. S. (1963). Towards an understanding of inequity. *The Journal of Abnormal and Social Psychology*, 67(5), 422–436. <https://doi.org/10.1037/h0040968>
- Amro, N. (2018). Factors Affect Patients Satisfaction in Emergency Departments in Palestine. *Journal of Health, Medicine and Nursing*, 54(2016), 50–56.
- Angotti, L. B., Richards, J. B., Fisher, D. F., Sankoff, J. D., Seigel, T. A., Al Ashry, H. S., & Wilcox, S. R. (2017). Duration of mechanical ventilation in the Emergency Department. *Western Journal of Emergency Medicine*, 18(5), 972–979. <https://doi.org/10.5811/westjem.2017.5.34099>
- Arya, R., Wei, G., McCoy, J.V., Crane, J., Ohman-Strickland, P., Eisenstein, R. M. (2013). Decreasing Length of Stay in the Emergency With a Split Emergency Severity Index 3 Patient Flow Model. *Academic Emergency Medicine*, 1171–1179. <https://doi.org/10.1111/acem.12249>
- Asplin, B. R., Magid, D. J., Rhodes, K. V., Solberg, L. I., Lurie, N., & Camargo, C. A. (2003). A conceptual model of emergency department crowding. *Annals of Emergency Medicine*, 42(2), 173–180. <https://doi.org/10.1067/mem.2003.302>
- Assefa, F., Mosse, A., & H/Michael, Y. (2011). Assessment of Clients' Satisfaction with Health Service Deliveries at Jimma University Specialized Hospital. *Ethiopian Journal of Health Sciences*, 21(2), 101–109. <https://doi.org/10.4314/ejhs.v21i2.69050>
- Atari, M., & Atari, M. (2015). Brief Emergency Department Patient Satisfaction Scale (BEPSS); Development of a New Practical Instrument. *Emergency (Tehran, Iran)*, 3(3), 103–108.

Australian College for Emergency Medicine. (2016). Emergency department design. *Ciottone's Disaster Medicine*, 125–130. <https://doi.org/10.1016/B978-0-323-28665-7.00021-2>

Australasian College for Emergency Medicine. Policy On Clinical Privileges. (2019). *Emergency Medicine*, 6(1), 75–75. <https://doi.org/10.1111/j.1442-2026.1994.tb00445.x>

Australasian College for Emergency Medicine. (2019). Position Statements ED Overcrowding. *Emergency Medicine*, 6(3), 245–2. <https://doi.org/10.1111/j.1442-2026.1994.tb00173.x>

Australian Institute of Health and Welfare. (2016). Emergency Department Care 2015-16. In *Archives of Internal Medicine* (Vol. 172, Issue 8). <https://doi.org/10.1001/archinternmed.2016.152>

Australian Institute of Health and Welfare. (2018). Emergency Department Care 2017-18. In *Australian hospital statistics*. <https://www.aihw.gov.au/reports/hospitals/emergency-department-care-2017-18/contents/table-of-contents>

Bair, A. E., Song, W. T., Chen, Y. C., & Morris, B. A. (2010). The impact of inpatient boarding on ED efficiency: A discrete-event simulation study. *Journal of Medical Systems*, 34(5), 919–929. <https://doi.org/10.1007/s10916-009-9307-4>

Batbaatar, E., Dorjdagva, J., Luvsannyam, A., Savino, M. M., & Amenta, P. (2017). Determinants of patient satisfaction: A systematic review. *Perspectives in Public Health*, 137(2), 89–101. <https://doi.org/10.1177/1757913916634136>

Bayram, B., & Şancı, E. (2019). Invasive mechanical ventilation in the emergency department. *Turkish Journal of Emergency Medicine*, 19(2), 43–52. <https://doi.org/10.1016/j.tjem.2019.03.001>

Beaton, D. E., Bombardier, C., Guillemin, F., & Ferraz, M. B. (2000). *Guidelines for the Process of Cross-Cultural Adaptation of Self-Report Measures*. 25(24), 3186–3191.

Bein, K. J., Berendsen Russell, S., Muscatello, D., Chalkley, D., Ivers, R., & Dinh, M. M. (2017). Feeling the HEAT: Using Hourly Emergency Activity Tracking to demonstrate a novel method of describing activity and patient flow. *EMA - Emergency Medicine Australasia*, 29(2), 173–177. <https://doi.org/10.1111/1742-6723.12712>

Biro Tata Pemerintahan Setda DIY. (2020). Statistik Penduduk DIY. [kependudukan.jogjaprovo.go.id/](https://kependudukan.jogjaprovo.go.id/). <https://kependudukan.jogjaprovo.go.id/statistik.hack>

Bernstein, S. L., Verghese, V., Leung, W., Lunney, A. T., & Perez, I. (2003). Development and validation of a new index to measure emergency department

crowding. *Academic Emergency Medicine*, 10(9), 938–942.  
[https://doi.org/10.1197/S1069-6563\(03\)00311-7](https://doi.org/10.1197/S1069-6563(03)00311-7)

Boltz, M., Parke, B., Gnc, C., Shuluk, J., Capezuti, E., & Galvin, J. E. (2013). Care of the Older Adult in the Emergency Department : Nurses Views of the Pressing Issues. *The Gerontologist*, 53(3), 441–453.  
<https://doi.org/10.1093/geront/gnt004>

Bukhari, H., Albazli, K., Almaslmani, S., Attiah, A., Bukhary, E., Najjar, F., Qari, A., Sulaimani, N., Al-lihyani, A., Alhazmi, A., Al-maghrabi, H., Alyasi, O., Albarqi, S., & Eldin, A. S. (2014). Analysis of Waiting Time in Emergency Department of Al-Noor Specialist Hospital Makkah , Saudi Arabia. December. *Open Journal of Emergency Medicine*,  
<https://doi.org/10.4236/ojem.2014.24012>

Burström, L., Starrin, B., Engström, M. L., & Thulesius, H. (2013). Waiting management at the emergency department - A grounded theory study. *BMC Health Services Research*, 13(1). <https://doi.org/10.1186/1472-6963-13-95>

Chan, J. S. E., Tin, A. S., Chow, W. L., Tiah, L., Tiru, M., & Lee, C. E. (2018). Frequent attenders at the emergency department: an analysis of characteristics and utilisation trends. *Proceedings of Singapore Healthcare*, 27(1), 12–19.  
<https://doi.org/10.1177/2010105817715271>

Chandra, S., Mohammadnezhad, M., & Ward, P. (2018). Trust and Communication in a Doctor- Patient Relationship: A Literature Review. *Journal of Healthcare Communications*, 03(03). <https://doi.org/10.4172/2472-1654.100146>

Colak Oray, N., Yanturali, S., Atilla, R., Ersoy, G., & Topacoglu, H. (2014). A new model in reducing emergency department crowding: The electronic blockage system. *Turkiye Acil Tıp Dergisi*, 14(2), 64–70.  
<https://doi.org/10.5505/1304.7361.2014.13285>

Corney, R. H. (1990). Sex differences in general practice attendance and help seeking for minor illness. *Journal of Psychosomatic Research*, 34(5), 525–534. doi:10.1016/0022-3999(90)90027-2

Cowling, T. E., Cecil, E. V., Soljak, M. A., Lee, J. T., Millett, C., Majeed, A., Wachter, R. M., & Harris, M. J. (2013). Access to Primary Care and Visits to Emergency Departments in England: A Cross-Sectional, Population-Based Study. *PLoS ONE*, 8(6), 6–11. <https://doi.org/10.1371/journal.pone.0066699>

Dahlan, M. S. (2010). *Besar Sampel dan cara Pengambilan Sampel dalam Penelitian Kedokteran dan Kesehatan Edisi 3 Seri Evidence Based Medicine* 2.

- Dempsey, C. (2016). Patient Satisfaction Scores: Optimizing the Patient and Clinician Experience. Retrieved 20 August 2020, from <https://www.pressganey.com/about/news/patient-satisfaction-scores-optimizing-the-patient-and-clinician-experience>
- Destifiana N. (2015). Hubungan Kejenuhan dan Beban Kerja dengan Kinerja Perawat dalam Pemberian Pelayanan Keperawatan IGD dan ICU RSUD dr.R.Goethengn Taroenadibrata Purbalingga. *Tesis Keperawatan*. Universitas Muhammadiyah Purbalingga, Purbalingga.
- Direktorat Bina Pelayanan Keperawatan dan Teknis Medik. (2011). *Standar Pelayanan Keperawatan Gawat Darurat Di Rumah Sakit*. 1–21.
- Dinh, M. M., Enright, N., Walker, A., Parameswaran, A., & Chu, M. (2013). Determinants of patient satisfaction in an Australian emergency department fast-track setting. *Emergency Medicine Journal*, 824–827. <https://doi.org/10.1136/emmermed-2012-201711>
- Duran, A., Sit, M., & Ocak, T. (2013). Effect of density in emergency services on waiting time. *South Eastern Europe Health Sciences Journal (SEEHSJ)*, 3 (March), 32–37.
- Dzomeku, V. M., Atinga, Ba-Etilayoo, Perekuu, T., & Mantey, R. E. (2013). in-Patient Satisfaction With Nursing Care: a Case Study At Kwame Nkrumah University of Science and Technology Hospital. *International Journal of Research In Medical and Health Sciences*, 2(1), 19–24.
- Epstein, S. K., & Tian, L. (2006). Development of an emergency department work score to predict ambulance diversion. *Academic Emergency Medicine*, 13(4), 421–426. <https://doi.org/10.1197/j.aem.2005.11.081>
- Escobar, G. J., Laguardia, J. C., Turk, B. J., Ragins, A., Kipnis, P., & Draper, D. (2012). Early Detection of Impending Physiologic Deterioration Among Patients Who Are Not in Intensive Care : Development of Predictive Models Using Data From an Automated Electronic Medical Record. *Journal of Hospital Medicine*, 7(5). <https://doi.org/10.1002/jhm.1929>
- Felton, B. M., Reisdorff, E. J., Krone, C. N., & Laskaris, G. A. (2011). Emergency department overcrowding and inpatient boarding: A statewide glimpse in time. *Academic Emergency Medicine*, 18(12), 1386–1391. <https://doi.org/10.1111/j.1553-2712.2011.01209.x>
- Furwanti, E., Chayati, N., & Khoiriyati, A. (2014). Gambaran Tingkat Kecemasan Pasien Di Instalasi Gawat Darurat (IGD) RSUD Panembahan Senopati Bantul. *Tesis Keperawatan*. Universitas Muhammadiyah Yogyakarta, Yogyakarta.

- Gaieski, D. F., Agarwal, A. K., Mikkelsen, M. E., Drumheller, B., Sante, S. C., Shofer, F. S., Goyal, M., & Pines, J. M. (2017). The impact of ED crowding on early interventions and mortality in patients with severe sepsis. *American Journal of Emergency Medicine*, 35(7), 953–960. <https://doi.org/10.1016/j.ajem.2017.01.061>
- Gilboy N, Tanabe T, Travers D, Rosenau AM. (2011). Emergency Severity Index (ESI): A Triage Tool for Emergency Department Care, Version 4. *Implementation Handbook 2012 Edition*. AHRQ Publication No. 12-0014. Rockville, MD: Agency for Healthcare Research and Quality.
- Graham, B., Endacott, R., & Smith, J. E. (2019). ‘ They do not care how much you know until they know how much you care ’: a qualitative meta- synthesis of patient experience in the emergency department. *Emergency Medical Journal*, 1–9. <https://doi.org/10.1136/emmermed-2018-208156>
- Guttmann, A., Schull, M. J., Vermeulen, M. J., & Stukel, T. A. (2011). Association between waiting times and short term mortality and hospital admission after departure from emergency department: Population based cohort study from Ontario, Canada. *Bmj*, 342(7809). <https://doi.org/10.1136/bmj.d2983>
- Ha, J. F., & Longnecker, N. (2010). Doctor-patient communication: A review. *Ochsner Journal*, 10(1), 38–43. <https://doi.org/10.3329/jbcps.v32i2.26036>
- Haj-Ali, W., Karroum, L. B., Natafghi, N., & Kassak, K. (2014). Exploring the relationship between accreditation and patient satisfaction-the case of selected Lebanese hospitals. *International Journal of Health Policy and Management*, 3(6), 341–346. <https://doi.org/10.15171/ijhpm.2014.116>
- Harris, B., Bai, J., & Kulstad, E. B. (2012). Crowding does not adversely affect time to percutaneous coronary intervention for acute myocardial infarction in a community emergency department. *Annals of Emergency Medicine*, 59(1), 13–17. <https://doi.org/10.1016/j.annemergmed.2011.06.545>
- Haryanti, H., Aini, F., & Purwaningsih, P. (2013). Hubungan Antara Beban Kerja Dengan Stres Kerja Perawat Di Instalasi Gawat Darurat Rsud Kabupaten Semarang. *Jurnal Manajemen Keperawatan*, 1(1), 111590.
- Havlena, W. J., & Holbrook, M. B. (1986). The varieties of consumption experience: Comparing two typologies of emotion in consumer behavior. *Journal of Consumer Research*, 13(3), 394–404. <https://doi.org/10.1086/209078>
- He, J., Hou, X., Toloo, S., Patrick, J. R., & Gerald, G. F. (2011). *Demand for hospital emergency departments : a conceptual understanding*. 2(4), 253–261.



- Hendryadi, H. (2017). Validitas Isi: Tahap Awal Pengembangan Kuesioner. *Jurnal Riset Manajemen Dan Bisnis (JRMB) Fakultas Ekonomi UNIAT*, 2(2), 169–178.
- Heisler, E. J & Tyler, N. L. (2015). *Hospital-Based Emergency Departements : Background And Policy Considerations*. US: Nova Science Publishers, Inc.
- Hodgins, M. J., Moore, N., & Legere, L. (2011). Who Is Sleeping in Our Beds? Factors Predicting the ED Boarding of Admitted Patients for More Than 2 Hours. *Journal of Emergency Nursing*, 37(3), 225–230. <https://doi.org/10.1016/j.jen.2010.02.020>
- Hsieh, C. C., Lee, C. C., Hsu, H. C., Shih, H. I., Lu, C. H., & Lin, C. H. (2017). Impact of delayed admission to intensive care units on patients with acute respiratory failure. *American Journal of Emergency Medicine*, 35(1), 39–44. <https://doi.org/10.1016/j.ajem.2016.09.066>
- Hwang, U., McCarthy, M. L., Aronsky, D., Asplin, B., Crane, P. W., Craven, C. K., Epstein, S. K., Fee, C., Handel, D. A., Pines, J. M., Rathlev, N. K., Schafermeyer, R. W., Zwemer, F. L., & Bernstein, S. L. (2011). Measures of crowding in the emergency department: A systematic review. *Academic Emergency Medicine*, 18(5), 527–538. <https://doi.org/10.1111/j.1553-2712.2011.01054.x>
- Jarousse L. A. (2011). ED throughput: a key to patient safety. *Hospitals & health networks*, 85(8), 33–40.
- Jaya, A.P. (2017). *Hubungan Respon Time dengan Kepuasan Pasien Di IGD RS Tingkat IV Madiun*.
- Johnson, M. B., Castillo, E. M., Harley, J., & Guss, D. A. (2012). Impact of patient and family communication in a pediatric emergency department on likelihood to recommend. *Pediatric Emergency Care*, 28(3), 243–246. <https://doi.org/10.1097/PEC.0b013e3182494c83>
- Johnson, K. D., & Winkelman, C. (2011). The Effect of Emergency Department Crowding on Patient Outcomes. *Advanced emergency nursing journal*, 33(1), 39–54.
- Jo, S., Jeong, T., Jin, Y. H., Lee, J. B., Yoon, J., & Park, B. (2015). American Journal of Emergency Medicine ED crowding is associated with inpatient mortality among critically ill patients admitted via the ED : post hoc analysis from a. *American Journal of Emergency Medicine*, 33(12), 1725–1731. <https://doi.org/10.1016/j.ajem.2015.08.004>

- Jones, S. S., Allen, T. L., Flottemesch, T. J., & Welch, S. J. (2006). *An Independent Evaluation of Four Quantitative Emergency Department Crowding Scales*. 1204–1211. <https://doi.org/10.1197/j.aem.2006.05.021>
- Kam, H. J., Sung, J. O., & Park, R. W. (2010). *Prediction of Daily Patient Numbers for a Regional Emergency Medical Center using Time Series Analysis*. 16(3), 158–165. <https://doi.org/10.4258/hir.2010.16.3.158>
- Karaca, A., & Durna, Z. (2019). Patient satisfaction with the quality of nursing care. *Nursing Open*, 6(2), 535–545. <https://doi.org/10.1002/nop2.237>
- Kawano, T., Nishiyama, K., & Hayashi, H. (2014). Execution of Diagnostic Testing Has a Stronger Effect on Emergency Department Crowding than Other Common Factors: A Cross-Sectional Study. *PloS one*, 9(10), 1–9. <https://doi.org/10.1371/journal.pone.0108447>
- Kemenkes RI. (2009). Standar Instalasi Gawat Darurat (IGD) Rumah Sakit. *Menteri Kesehatan Republik Indonesia Peraturan Menteri Kesehatan Republik Indonesia*, 1–29.
- Kemenkes RI. (2011). *Pedoman Standar Pelayanan Instalasi Gawat Darurat*. Jakarta: Kementerian Kesehatan RI
- Kemenkes RI. (2019). Indonesia Masuki Periode Aging Population. [kemkes.go.id. https://www.kemkes.go.id/article/view/19070500004/indonesia-masuki-periode-aging-population.html](https://www.kemkes.go.id/article/view/19070500004/indonesia-masuki-periode-aging-population.html)
- King, A. D. M., Vakkalanka, J. P., Junker, C., & Karisa, K. (2020). Emergency Department Overcrowding Lowers Patient Satisfaction Scores. *Academic Emergency Medicine*. <https://doi.org/10.1111/acem.14046>
- Kotler, Philip. (1988). *Manajemen Pemasaran*. Jakarta: Erlangga.
- Kotler, Philip & Kevin Lane Keller. (2012). *Marketing Management Edisi 14*. New Jersey: Prentice-Hall Published
- Kristiani, Y., Sutriningsih, A., & Ardhiyanti, V. M. (2015). Hubungan Waiting Time dengan Kepuasan Pasien Prioritas 3 di Instalasi Gawat Darurat RS Waluya Sawahan Malang. *Jurnal CARE*, 3(1), 33–38. <https://jurnal.unitri.ac.id>
- Kulstad, E. B., Sikka, R., Pharmd, R. T. S., Kelley, K. M., & Rn, K. H. R. (2010). ED overcrowding is associated with an increased frequency of medication errors. *American Journal of Emergency Medicine*, 28(3), 304–309. <https://doi.org/10.1016/j.ajem.2008.12.014>



- Kundiman, V., Kumaat, L., & Kiling, M. (2019). Hubungan Kondisi Overcrowded Dengan Ketepatan Pelaksanaan Triase Di Instalasi Gawat Darurat RSUD Gmim Pancaran Kasih Manado. *Jurnal Keperawatan*, 7(1), 1–7.
- Kusumawati, H. I., Magarey, J., & Rasmussen, P. (2019). Analysis of factors influencing length of stay in the Emergency Department in public hospital, Yogyakarta, Indonesia. *Australasian Emergency Care*, 22(3), 174–179. <https://doi.org/10.1016/j.auec.2019.06.001>
- Lee, C., Lee, N., Chuang, M., Chen, P., Chang, C., & Ko, W. (2012). The impact of overcrowding on the bacterial contamination of blood cultures in the ED. *American Journal of Emergency Medicine*, 30(6), 839–845. <https://doi.org/10.1016/j.ajem.2011.05.026>
- Lei, P., & Jolibert, A. (2012). A three-model comparison of the relationship between quality , satisfaction and loyalty : an empirical study of the Chinese healthcare system. *BMC Health Services Research*.
- Lennox, A., Braaf, S., Smit, D. V., Cameron, P., & Lowthian, J. A. (2018). Caring for older patients in the emergency department: Health professionals ' perspectives from Australia – The Safe Elderly Emergency Discharge project. *Australasian College for Emergency Medicine and Australasian Society for Emergency Medicine*. <https://doi.org/10.1111/1742-6723.13108>
- Li, L., Georgiou, A., Vecellio, E., Eigenstetter, A., Toouli, G., Wilson, R., & Westbrook, J. I. (2015). The effect of laboratory testing on emergency department length of stay: a multihospital longitudinal study applying a cross-classified random-effect modeling approach. *Academic emergency medicine : official journal of the Society for Academic Emergency Medicine*, 22(1), 38–46. <https://doi.org/10.1111/acem.12565>
- Liu, S. W., Chang, Y., Weissman, J. S., Griffey, R. T., Thomas, J., Nergui, S., Hamedani, A. G., Camargo, C. A., & Singer, S. (2011). An Empirical Assessment of Boarding and quality of care: delays in care among chest pain, pneumonia, and cellulitis patient. *Academic Emergency Medicine*, 1339–1348. <https://doi.org/10.1111/j.1553-2712.2011.01082.x>
- Loenen, V. T., Van Den Berg, M. J., Faber, M. J., & Westert, G. P. (2015). Propensity to seek healthcare in different healthcare systems: Analysis of patient data in 34 countries. *BMC Health Services Research*, 15(1), 1–10. <https://doi.org/10.1186/s12913-015-1119-2>
- Lovelock, C., & John Wirtz. (2011). *Pemasaran Jasa Perspektif edisi 7*. Jakarta : Erlangga.

- Lynn, M. R. (1986). Determination and Quantification of Content Validity.pdf. In *Journal of Experimental Psychology: General* (Vol. 136, Issue 1, pp. 382–386). <https://doi.org/10.1161/CIRCULATIONAHA.112.092098>
- Madavan Nambiar, K. T., Nedungalaparambil, N. M., & Aslesh, O. P. (2017). Studying the Variability in Patient Inflow and Staffing Trends on Sundays versus Other Days in the Academic Emergency Department. *Journal of emergencies, trauma, and shock*, 10(3), 121–127. [https://doi.org/10.4103/JETS.JETS\\_139\\_16](https://doi.org/10.4103/JETS.JETS_139_16)
- Maimunah., Alawiyah, D. (2019). Faktor-faktor yang Mempengaruhi Tingkat Kepuasan Pasien dalam Pelayanan Keperawatan. *Jurnal Antara Keperawatan*, 2, 51–57.
- Mccusker, J., Vadeboncoeur, A., Ciampi, A., & Belzile, E. (2014). *Increases in Emergency Department*. 1092–1100. <https://doi.org/10.1111/acem.12480>
- Medley, D. B., Morris, J. E., Stone, C. K., Song, J., Delmas, T., & Thakrar, K. (2012). Administration of Emergency Medicine An Association Between Occupancy Rates In The Emergency. *Journal of Emergency Medicine*, 43(4), 736–744. <https://doi.org/10.1016/j.jemermed.2011.06.131>
- Menkes RI. (2018). Peraturan Menteri Kesehatan RI Nomor 47 Tahun 2018 tentang Pelayanan Kegawatdaruratan.
- Menkes RI. (2010). Peraturan Menteri Kesehatan RI Nomor 340 Tahun 2010 tentang Klasifikasi Rumah Sakit
- Mezemir, R., Getachew, D., & Gebresiassie, M. (2014). Patients ' Satisfaction and its determinants in Outpatient Department of Debreberhan referral Hospital, North Shoa, Ethiopia, 3(3), 1–11. <https://doi.org/10.4172/2162-6359.1000191>
- Moineddin, R., Meaney, C., Agha, M., Zagorski, B., & Glazier, R. H. (2011). Modeling factors influencing the demand for emergency department services in ontario : a comparison of methods. *BMC Emergency Medicine*, 11(1), 13. <https://doi.org/10.1186/1471-227X-11-13>
- Moore, B. J., Stocks, C., & Owens, P. L. (2017). HCUP - Statistical Brief #227 - Trends in emergency department visits, 2006–2014. *Healthcare Cost and Utilization Project (HCUP) Statistical Briefs*, Statistica(December 2012), 893908.[www.hcupnet.ahrq.gov/%0Ahttps://www.hcupus.ahrq.gov/reports/statbriefs/sb227-Emergency-Department-Visit-Trends.pdf](http://www.hcupnet.ahrq.gov/%0Ahttps://www.hcupus.ahrq.gov/reports/statbriefs/sb227-Emergency-Department-Visit-Trends.pdf)
- Morgan, M. W., Salzman, J. G., Le Fevere, R. C., Thomas, A. J., & Isenberger, K. M. (2015). Demographic, operational, and healthcare utilization factors associated with emergency department patient satisfaction. *Western Journal*

*of Emergency Medicine*, 16(4), 516–526.  
<https://doi.org/10.5811/westjem.2015.4.25074>

Morley, C., Unwin, M., Peterson, G. M., Stankovich, J., & Kinsman, L. (2018). Emergency department crowding: A systematic review of causes, consequences and solutions. In *PLoS ONE* (Vol. 13, Issue 8).  
<https://doi.org/10.1371/journal.pone.0203316>

Mowery, N. T., Dougherty, S. D., Hildreth, A. N., Holmes, J. H., & Miller, P. R. (2011). Emergency Department Length of Stay Is an Independent Predictor of Hospital Mortality in Trauma Activation Patients. *The Journal of Trauma @Injury, Infection, and Critical Care*, 70(6), 1317–1325.  
<https://doi.org/10.1097/TA.0b013e3182175199>

Natesan, P., Hadid, D., Harb, Y. A., & Hitti, E. (2019). Comparing patients and families perceptions of satisfaction and predictors of overall satisfaction in the emergency department. *PLoS ONE*, 14(8), 1–11.  
<https://doi.org/10.1371/journal.pone.0221087>

Newcomb, P., Wilson, M., Baine, R., McCarthy, T., Penny, N., Nixon, C., & Orren, J. (2017). Influences on Patient Satisfaction Among Patients Who Use Emergency Departments Frequently for Pain-Related Complaints. *Journal of Emergency Nursing*, 43(6), 553–559.  
<https://doi.org/10.1016/j.jen.2017.03.022>

Nielsen, R. F., Pérez, N., Petersen, P., & Biering, K. (2014). *Assessing time to treatment and patient inflow in a Danish emergency department: a cohort study using data from electronic emergency screen boards*. 1–8.

Nikki, L., Lepistö, S., & Paavilainen, E. (2012). Experiences of family members of elderly patients in the emergency department: A qualitative study. *International Emergency Nursing*, 20(4), 193–200.  
<https://doi.org/10.1016/j.ienj.2012.08.003>

Nurhidayah, S., & Setyawan, D. (2019). Gambaran tingkat kepuasan pasien terhadap pelayanan perawat di Instalasi Gawat Darurat. *Jurnal Kesehatan STIKES Telogorejo*, XI(2), 42–48.  
<http://ejournal.stikestelogorejo.ac.id/index.php/jikk/article/view/797/780>

Nurmansyah, E & Susilaningsih, F. S. *Tingkat Ketergantungan dan Lama Perawatan Pasien Rawat Observasi di The Level of Dependency and Length of Care during The Observation period in Emergency Room*. 2, 191–201.

Nursalam. (2015). *Manajemen Keperawatan, Aplikasi dalam Praktik Keperawatan Profesional*. Jakarta: Salemba Medika.

Nursalam. (2015). *Metodologi ilmu keperawatan, edisi 4*, Jakarta: Salemba Medika.

Oliver, R. L. (1977). Effect of expectation and disconfirmation on postexposure product evaluations: An alternative interpretation. *Journal of Applied Psychology*, 62(4), 480–486. <https://doi.org/10.1037/0021-9010.62.4.480>

Olthuis, G., Prins, C., Smits, M. J., Van De Pas, H., Bierens, J., & Baart, A. (2014). Matters of concern: A qualitative study of emergency care from the perspective of patients. *Annals of Emergency Medicine*, 63(3), 311-319.e2. <https://doi.org/10.1016/j.annemergmed.2013.08.018>

Philips, H., Remmen, R., De Paepe, P., Buylaert, W., & Van Royen, P. (2010). Out of hours care: A profile analysis of patients attending the emergency department and the general practitioner on call. *BMC Family Practice*, 11(1), 88. <https://doi.org/10.1186/1471-2296-11-88>

Pines, J. M., Shofer, F. S., Isserman, J. A., Abbuhl, S. B., & Mills, A. M. (2010). *Pain in Two Hospitals*. 276–283. <https://doi.org/10.1111/j.1553-2712.2009.00676.x>

Polit, D.F., Beck, C.T., Owen, S. V. (2007). Focus on Research Methods Is the CVI an Acceptable Indicator of Content Validity? Appraisal and Recommendations. *Universidad de La Sabana*, 459–467. <https://doi.org/10.1002/nur>

Parasuraman, S. (1989). *Nursing Turnover : An Integrated Model*. 267–277.

Press Ganey Research Note Consumerism. (2013). *Earning Patient Loyalty and Market Share “Likelihood to Recommend” as a Loyalty Measure*. (n.d.).

Reeder, T. J., Burleson, D. L., & Garrison, H. G. (2003). *Clinical Practice The Overcrowded Emergency Department : A Comparison of Staff Perceptions*. 10(10). [https://doi.org/10.1197/S1069-6563\(03\)00347-6](https://doi.org/10.1197/S1069-6563(03)00347-6)

Republik Indonesia. 2009. Undang-Undang RI Nomor 44 Tahun 2009 tentang Rumah Sakit.

Revell, S., Searle, J., & Thompson, S. (2017). The Information Needs of Patients Receiving Procedural Sedation in a Hospital Emergency Department. *International Emergency Nursing*, 33, 20–25. <https://doi.org/10.1016/j.ienj.2016.12.006>

Reznek, M. A., Murray, E., Youngren, M. N., Durham, N. T., & Michael, S. S. (2016). *Affected by Emergency Department Crowding*. 49–54. <https://doi.org/10.1161/STROKEAHA.116.015131>

- Rizka, A., Harimurti, K., Pitoyo, C. W., & Koesnoe, S. (2017). Performa Rapid Emergency Medicine Score (REMS) dalam Memprediksi Mortalitas 30 Hari Pasien Usia Lanjut di Instalasi Gawat Darurat. *Jurnal Penyakit Dalam Indonesia*, 4(2), 62. <https://doi.org/10.7454/jpdi.v4i2.116>
- Rochana, N., & Djogotuga, N. N. (2020). Kepuasan Pasien Stagnan di Instalasi Gawat Darurat (IGD ) di Kupang. *Journal of Holistic Nursing and Health Science*, 3(2), 12–20.
- Rosidawati, I., & Ariyani, H. (2020). Characteristics of Patient Emergency Room (ER) Rumah Sakit Umum Daerah Singaparna Medika Citrautama (RSUD SMC) Tasikmalaya District Kondisi gawat darurat merupakan. *Jurnal Kesehatan Bakti Tunas Husada: Jurnal Ilmu Ilmu Keperawatan, Analisis Kesehatan dan Farmasi*, 20 (2), 162–169.
- Rosmalia, D., & Sriani, Y. (2017). Sosiologi Kesehatan. Pusat Pendidikan Sumber Daya Manusia Kesehatan: Kementerian Kesehatan Republik Indonesia.
- Rumah Sakit Umum Pusat Dr. Sardjito Yogyakarta. (2021). *Laporan Kinerja RSUP Dr. Sardjito Yogyakarta Tahun 2020*. RSUP Dr. Sardjito Yogyakarta. Yogyakarta
- Salway, R., Valenzuela, R., Jm, S., Wk, M., & Viccellio, A. (2017). Emergency Departement ( ED ) Overcrowding : Evidence-Based Answers To Frequently Asked Questions. *Revista Clínica Las Condes*, 28(2), 213–219. <https://doi.org/10.1016/j.rmcl.2017.04.008>
- Santos, E., Cardoso, D., Queirós, P., Cunha, M., Rodrigues, M., & Apóstolo, J. (2016). The effects of emergency department overcrowding on admitted patient outcomes: a systematic review protocol. *JBIS Database of Systematic Reviews and Implementation Reports*, 14(5), 96–102. <https://doi.org/10.11124/JBISRIR-2016-002562>
- Septiani, A. (2016). Pengaruh Faktor-faktor Kualitas Pelayanan terhadap Kepuasan Pasien di Instalasi Gawat Darurat RSUD Kabupaten Sumedang. *Coopetition*, VII(1), 1–21
- Setiawan, E. (n.d.). Kamus Besar Bahasa Indonesia (KBBI). In *Arti kata - Kamus Besar Bahasa Indonesia (KBBI) online*. <https://kbbi.web.id/puas>
- Sherif, M., Taub, D., & Hovland, C. I. (1958). Assimilation and contrast effects of anchoring stimuli on judgments. *Journal of Experimental Psychology*, 55(2), 150–155. <https://doi.org/10.1037/h0048784>
- Singer, A. J., Thode, H. C., Viccellio, P., & Pines, J. M. (2011). The association between length of emergency department boarding and mortality. *Academic*

*Emergency Medicine*, 18(12), 1324–1329. <https://doi.org/10.1111/j.1553-2712.2011.01236.x>

Serrano, C. I., Shah, V., & Abramoff, M. D. (2018). Use of Expectation Disconfirmation Theory to Test Patient Satisfaction with Asynchronous Telemedicine for Diabetic Retinopathy Detection. *International Journal of Telemedicine and Applications*.

Soares, A. M., & Farhangmehr, M. (2015). Understanding patient satisfaction in a hospital emergency department. *International Review on Public and Nonprofit Marketing*, 12(1), 1–15. <https://doi.org/10.1007/s12208-014-0122-3>

Soleimanpour, H., Gholipouri, C., Salarilak, S., Raoufi, P., Vahidi, G. R., Rouhi, A. J., Ghafouri, R. R., & Soleimanpour, M. (2011). Emergency department patient satisfaction survey in Imam Reza Hospital, Tabriz, Iran. *International Journal of Emergency Medicine*, 4(1), 2. <https://doi.org/10.1186/1865-1380-4-2>

Solomon, R. L., & Corbit, J. D. (1974). An opponent-process theory of motivation: I. Temporal dynamics of affect. *Psychological Review*, 81(2), 119–145. <https://doi.org/10.1037/h0036128>

Son, H., & Yom, Y. (2017). *Factors influencing satisfaction with emergency department medical service : Patients ' and their companions ' perspectives*. 27–37. <https://doi.org/10.1111/jjns.12132>

Sonis, J. D., Aaronson, E. L., Lee, R. Y., Philpotts, L. L., & White, B. A. (2018). Emergency Department Patient Experience. *Journal of Patient Experience*, 5(2), 101–106. <https://doi.org/10.1177/2374373517731359>

Stephens, R. J., White, S. E., Cudnik, M., & Patterson, E. S. (2014). Factors associated with longer length of stay for mental health emergency department patients. *Journal of Emergency Medicine*, 47(4), 412–419.

Strada, A., Bravi, F., Valpiani, G., Bentivegna, R., & Carradori, T. (2019). Do health care professionals' perceptions help to measure the degree of overcrowding in the emergency department? A pilot study in an Italian University hospital. *BMC Emergency Medicine*, 19(1), 1–9. <https://doi.org/10.1186/s12873-019-0259-9>

Sugiyono. (2013). *Metode Penelitian Pendidikan (Pendekatan Kuantitatif, Kualitatif, dan R&D)*. Bandung: Penerbit Alfabeta

Sugiyono. (2016). *Metode Penelitian: Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta



- Sun BC, Hsia RY, Weiss RE, Zingmond D, Liang LJ, Han W, et al. Effect of emergency department crowding on outcomes of admitted patients. *Ann Emerg Med*, 61(6):605–11 e6. <https://doi.org/10.1016/j.annemergmed.2012.10.026>
- Sunaryo. (2014.). *Sosiologi untuk keperawatan*. Jakarta : Bumi Medika.
- Susanto, D. (2019). Layanan Keperawatan pada Pasien Lansia saat Kunjungan dan Menerima Perawatan di Instalasi Gawat Darurat. *Dinamika Kesehatan Jurnal Kebidanan dan Keperawatan*, 10(2). <https://doi.org/10.33859/dksm.v10i2>
- Takaendengan, D. T., Wowling, P. A. V., & Wagiu, A. M. J. (2016). Profil 10 besar kasus di Instalasi Gawat Darurat Bedah. *Jurnal E-Clinic (ECI)*, 4(2).
- Tekwani, K. L., Kerem, Y., Mistry, C. D., Sayger, B. M., & Kulstad, E. B. (2013). Emergency department crowding is associated with reduced satisfaction scores in patients discharged from the emergency department. *Western Journal of Emergency Medicine*, 14(1), 11–15. <https://doi.org/10.5811/westjem.2011.11.11456>
- Theryoto, & Nadjib, M. (2017). *Penerapan Lean Thinking untuk Mereduksi Waktu Boarding Pasien IGD ke Rawat Inap di RSUD Koja Tahun 2017*. 4.
- Tjiptono, Fandy. (2014). *Pemasaran Jasa –Prinsip, Penerapan,dan Penelitian*. Yogyakarta: Andi Offset.
- Tsai, M., Yen, Y., Su, C., & Hung, C. (2016). *The influence of emergency department crowding on the efficiency of care for acute stroke patients*. 28(September), 774–778. <https://doi.org/10.1093/intqhc/mzw109>
- Tzelepis, F., Sanson-Fisher, R. W., Zucca, A. C., & Fradgley, E. A. (2015). Measuring the quality of patient-centered care: Why patient-reported measures are critical to reliable assessment. *Patient Preference and Adherence*, 9, 831–835. <https://doi.org/10.2147/PPA.S81975>
- Van Der Linden, M. C., & Meester, B. E. A. . (2016). Emergency department crowding affects triage processes. *International Emergency Nursing*. <https://doi.org/10.1016/j.ienj.2016.02.003>
- Van Der Linden, M. C., Khursheed, M., Hooda, K., Pines, J. M., & Van Der Linden, N. (2017). Two emergency departments, 6000 km apart: Differences in patient flow and staff perceptions about crowding. *International Emergency Nursing*, 35, 30–36. <https://doi.org/10.1016/j.ienj.2017.06.002>
- Veas Bustamante, P., Avendaño Cañas, D., Camacho Martín, B., Ochoa Alvarado, E., Alemany González, F. X., Asenjo Romero, M., Mohammad Tariq, K., &

- Sánchez Sánchez, M. (2013). Patient evaluation of quality of emergency department care and associated factors. *Emergencias*, 25(3), 171–176.
- Vegting, I. L., Alam, N., Ghanes, K., Jouini, O., Mulder, F., Vreeburg, M., Biesheuvel, T., van Bokhorst, J., Go, P., Kramer, M. H. H., Koole, G. M., & Nanayakkara, P. W. B. (2015). What are we waiting for? Factors influencing completion times in an academic and peripheral emergency department. *Netherlands Journal of Medicine*, 73(7), 331–340.
- Wang, H., Robinson, R. D., Garrett, J. S., Bunch, K., Huggins, C. A., Watson, K., Daniels, J., Banks, B., D’Etienne, J. P., & Zenarosa, N. R. (2015). Use of the SONET Score to Evaluate High Volume Emergency Department Overcrowding: A Prospective Derivation and Validation Study. *Emergency Medicine International*, 2015(1), 1–11. <https://doi.org/10.1155/2015/401757>
- Wang, H., Kline, J. A., Jackson, B. E., Robinson, R. D., Sullivan, M., Holmes, M., Watson, K. A., Cowden, C. D., Phillips, J. L., Schrader, C. D., Leuck, J., & Zenarosa, N. R. (2017). The role of patient perception of crowding in the determination of real-time patient satisfaction at Emergency Department. *International Journal for Quality in Health Care*, 29(5), 722–727. <https://doi.org/10.1093/intqhc/mzx097>
- Weiss, S. J., Derlet, R., Arndahl, J., Ernst, A. a, Schwab, R., Richards, J., Ferna, M., Stair, T. O., Vicellio, P., Levy, D., Brautigan, M., Johnson, A., & Nick, T. G. (2002). Clinical practice: NEDOCS. *Academic Emergency Medicine*, April, 38–50. [https://doi.org/10.1197/S1069-6563\(03\)00583-9](https://doi.org/10.1197/S1069-6563(03)00583-9)
- Weiner, B. (1976). An Attributional Approach for Educational Psychology. *Review of Research in Education*, 4, 179–209. Retrieved August 19, 2020, from [www.jstor.org/stable/1167116](http://www.jstor.org/stable/1167116)
- Weng, S., Cheng, B.-C., Kwong, S. T., Wang, L., & Chang, C.-Y. (2011). *Simulation Optimization For Emergency Departement Resources Allocation*. 1231–1238.
- White, B. A., Biddinger, P. D., Chang, Y., Grabowski, B., Carignan, S., & Brown, D. F. M. (2013). Boarding Inpatients In The Emergency Departement Increases Discharged Patient Length of Stay. *Journal of Emergency Medicine*, 44(1), 230–235. <https://doi.org/10.1016/j.jemermed.2012.05.007>
- Wickman, L., Svensson, P., & Djärv Therese Djärv. (2017). *Effect of crowding on length of stay for common chief complaints in the emergency department*. 44(August), 0–4.
- Widodo, E., Agustin, W.R., Safitri, W. (2015). Hubungan Response Time Perawat Dalam Memberikan Pelayanan Dengan Kepuasan Pelanggan Di IGD Rs. Panti

Waluyo. *Skripsi*. <http://digilib.stikeskusumahusada.ac.id/files/disk1/22/01-gdl-ekowidodon-1064-1-skripsi.-7.pdf>

Worku, M., & Loha, E. (2017). Assessment of client satisfaction on emergency department services in Hawassa University Referral Hospital, Hawassa, Southern Ethiopia. *BMC Emergency Medicine*, 17(1), 1–5. <https://doi.org/10.1186/s12873-017-0132-7>

Younesian, S., Shirvani, R., & Tabatabaey, A. (2018). Factors predicting patient satisfaction in the emergency department : a single-center study. *Kerman University of Medical Sciences*, 4(1), 3–8. <https://doi.org/10.15171/jept.2017.16>

Zohrevandi, B., & Tajik, H. (2014). A Survey of Patients' Satisfaction in Emergency Department of Rasht Poursina Hospital. *Emergency (Tehran, Iran)*, 2(4), 162–165. <https://doi.org/10.22037/emergency.v2i4>.