

## DAFTAR PUSTAKA

- Anneveld, M., Linden, C. Van Der, Grootendorst, D., & Galli-Leslie, M. (2013). Measuring emergency department crowding in an inner city hospital in the Netherlands. *International Journal of Emergency Medicine*, 6(1), 1. <https://doi.org/10.1186/1865-1380-6-21>
- Balkhair, A. A. (2020). COVID-19 Pandemic: A New Chapter in the History of Infectious Diseases. *Oman Medical Journal*, 35(2), 2–3. <https://doi.org/10.5001/omj.2020.41>
- Bayram, B., & Şancı, E. (2019). Turkish Journal of Emergency Medicine 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>
- Bekmezian, A., & Chung, P. (2012). Boarding admitted children in the emergency department impacts inpatient outcomes. *Pediatric Emerg Care*, 28(42), 236.
- Boyle, A., Abel, G., Raut, P., Austin, R., Dhakshinamoorthy, V., Ayyamuthu, R., ... Burton, J. (2016). Comparison of the International Crowding Measure in Emergency Departments ( ICMED ) and the National Emergency Department Overcrowding Score ( NEDOCS ) to measure emergency department crowding : pilot study, 307–312. <https://doi.org/10.1136/emermed-2014-203616>
- Butt, A. A., Ms, M., Mbbs, A. M. A., Kartha, A. B., Ms, M., Masoodi, N. A., ... Mph, R. B. (2020). VOLUME AND ACUITY OF EMERGENCY DEPARTMENT VISITS PRIOR TO AND. *Journal of Emergency Medicine*, 59(5), 730–734. <https://doi.org/10.1016/j.jemermed.2020.08.013>
- Castner, J., & Suffoletto, H. (2018). EMERGENCY DEPARTMENT CROWDING AND TIME AT THE BEDSIDE: A WEARABLE TECHNOLOGY FEASIBILITY STUDY. *Journal of Emergency Nursing*. <https://doi.org/10.1016/j.jen.2018.03.005>
- Chang, A. M., Cohen, D. J., Lin, A., Augustine, J., Handel, D. A., Howell, E., ... Pines, J. M. (2018). Hospital Strategies for Reducing Emergency Department Crowding : A Mixed-Methods Study. *Annals of Emergency Medicine*, 71(4), 497–505.e4. <https://doi.org/10.1016/j.annemergmed.2017.07.022>
- CIOMS, & WHO. (2002). International Ethical Guidelines for Biomedical Research Involving Human Subjects.
- Clark, K. A. (2017). *THE EXPERIENCES OF EMERGENCY NURSES WORKING*.
- Ekins, K., Clinical, G., Rn, N., & Morphet, J. (2015). The accuracy and consistency of rural , remote and outpost triage nurse decision making in one Western Australia Country Health Service Region. *Australasian Emergency Nursing*

- Journal.* <https://doi.org/10.1016/j.aenj.2015.05.002>
- Foley, M., Kifaieh, N., & William K. Mallon, M. (2011). Financial Impact of Emergency Department Crowding. *Journal of Emergency Medicine*, 192–197.
- Garcia-romero, M., Quintero-manzano, J., & Bermon, A. (2017). Colombia Médica NEDOCS vs subjective evaluation , ¿ Is the health personnel of the emergency department aware of its overcrowding ?, 48(6), 53–57.
- Gucciardi, E., Jean-pierre, N., Karam, G., & Sidani, S. (2016). Designing and delivering facilitated storytelling interventions for chronic disease self-management : a scoping review. *BMC Health Services Research*. <https://doi.org/10.1186/s12913-016-1474-7>
- Gunal, M. M., & Science, N. (2014). Understanding Accident and Emergency Department Performance using Simulation. *Winter Simulation Conference*, (December 2006). <https://doi.org/10.1109/WSC.2006.323114>
- Hertzum, M. (2016). Patterns in Emergency-Department Arrivals and Length of Stay : Input for Visualizations of Crowding. *The Economics Open Journal*, Volume 9, 1–14. <https://doi.org/10.2174/1875934301609010001>
- Higginson, I., & Boyle, A. (2018). What should we do about crowding in emergency departments? *British Journal of Hospital Medicine*, 79(9), 500–503. <https://doi.org/10.12968/hmed.2018.79.9.500>
- Huang, Q., Thind, A., Dreyer, J., & Zaric, G. (2010). The impact of delays to admission from the emergency department on inpatient outcomes. *BMC Emerg Med*, 10, 16.
- Hwang, U., McCarthy, M. L., Aronsky, D., Asplin, B., Crane, P. W., Craven, C. K., ... Bernstein, S. L. (2011). Measures of Crowding in the Emergency Department: A Systematic Review. *The Society for Academic Emergency Medicine*, 527–538. <https://doi.org/10.1111/j.1553-2712.2011.01054.x>
- Ilhan, B., Kunt, M. M., Damarsoy, F. F., Demir, M. C., & Aksu, N. M. (2004). NEDOCS: is it really useful for detecting emergency department overcrowding today? *Medicine*, Volume 99(Issue 28), 1–6. <https://doi.org/doi:10.1097/MD.00000000000020478>
- Jeffery, M. M., Onofrio, G. D., Paek, H., Platts-mills, T. F., Iii, W. E. S., Hoppe, J. A., ... Melnick, E. R. (2020). Trends in Emergency Department Visits and Hospital Admissions in Health Care Systems in 5 States in the First Months of the COVID-19 Pandemic in the US, 6519(10), 1328–1333. <https://doi.org/10.1001/jamainternmed.2020.3288>
- Jo, S., Kim, K., & Lee, J. (2012). Emergency department crowding is associated with 28-day mortality in community-acquired pneumonia patients. *J Infect*, 64(75), 268.

- Jobé, J., Donneau, A., & Scholtes, B. (2017). Quantifying emergency department crowding : comparison between two scores. *Acta Clinica Belgica*, 3286(December), 1–6. <https://doi.org/10.1080/17843286.2017.1410605>
- Kavanagh, K., Shields, D., Staunton, P., & St. James Hospital. (2017). ED Crowding: The Acceptability of Dysfunction. *Emergency Medicine Journal*, 34(12), A887.1-A887. <https://doi.org/10.1136/emermed-2017-207308.39>
- Keputusan Menteri Kesehatan Nomor 856/Menkes/SK/IX. (2009). Standar IGD RS Departemen Kesehatan.
- Krall, S., Cornelius, A., & Addison, J. (2014). Hospital factors impact variation in emergency department length of stay more than physician factors. *West J Emerg Med*, 15(64), 158.
- Kulstad, E., Sikka, R., Sweis, R., Kelley, K., & Rzechula, K. (2010). ED overcrowding is associated with an increased frequency of medication errors. *Am J Emerg Med*, 28(9), 304.
- Kundiman, V., Kumaat, L., & Kiling, M. (2019). HUBUNGAN KONDISI OVERCROWDED DENGAN KETEPATAN PELAKSANAAN TRIASE DI INSTALASI GAWAT DARURAT RSU GMIM PANCARAN KASIH MANADO. *E-Journal Keperawatan (E-Kp)*, 7, 1–7.
- L, Y., Zhou, G., He, X., Shen, W., Gan, J., & Zhang, M. (2012). M. Prolonged length of stay in the emergency department in high-acuity patients at a Chinese tertiary hospital. *EMA - Emergency Medicine Australasia*, 24(40), 634.
- Linden, M. C. Van Der, Loon, M. Van, Gaakeer, M. I., Richards, J. R., Derlet, R. W., & Linden, N. Van Der. (2018). A different crowd , a different crowding level ? The predefined thresholds of crowding scales may not be optimal for all emergency departments. *Elsevier*, (May). <https://doi.org/10.1016/j.enj.2018.05.004>
- Liu, S., Stelfox, H. T., Gordon, J., Hamedani, A., & Weissman, J. (2009). A pilot study examining undesirable events among emergency department-boarded patients awaiting inpatient beds. *Ann Emerg Med*, 54(5), 381.
- Martin, N., Bergs, J., Eerdekkens, D., Depaire, B., & Verelst, S. (2018). Developing an emergency department crowding dashboard: A design science approach. *International Emergency Nursing*, 39, 68–76. <https://doi.org/10.1016/j.enj.2017.08.001>
- McKenna, P., Heslin, S. M., Viccellio, P., Mallon, W. K., Hernandez, C., & Morley, E. J. (2019). Emergency department and hospital crowding: Causes, consequences, and cures. *Clinical and Experimental Emergency Medicine*, 6(3), 189–195. <https://doi.org/10.15441/ceem.18.022>
- Mentzoni, I., Bogstrand, S. T., & Faiz, K. W. (2019). Emergency department

- crowding and length of stay before and after an increased catchment area, 4, 1–11.
- Mortal, M. M., & Rep, W. (2003). *Quickstarts: percentage of emergency department visit with waiting time for a physician of > 1 hour, by race/ethnicity and triage level*. USA.
- National Emergency Medical Center. (2013). 2012 Yearbook of emergency medical statistics (Internet).
- Ningsih, D. K. (2015). OVERCROWDING PATIENT AND IMPROVING EMERGENCY PATIENT FLOW IN EMERGENCY DEPARTMENT : A LITERATURE REVIEW. *Jurnal Ilmu Keperawatan*, 3(2), 150–154.
- Pangaribuan, R. (2019). *Keperawatan Kegawatdaruratan dan Manajemen Bencana*. Jakarta: CV Trans Info Media.
- Permenkes. (2018). Peraturan Mneteri Kesehatan Nomor 47 Tahun 2018.
- Pines, J., Pollack, C. J., Diercks, D., Chang, A., Shofer, F., & Hollander, J. (2009). The association between emergency department crowding and adverse cardiovascular outcomes in patients with chest pain. *Academic Emergency Medicine*, 16(25), 617.
- Qiu, W., Rutherford, S., Mao, A., & Chu, C. (2017). The Pandemic and its Impacts. *Health, Culture and Society*, 9. <https://doi.org/10.5195/hcs.2017.221>
- Rachmawaty, R. (2017). Ethical issues in action-oriented research in Indonesia, 24(2), 686–693.
- Richardson, D. B. (2006). Increase in patient mortality at 10 days associated with emergency department overcrowding, 184(5).
- Richardson, D. B., & Bryant, M. (2004). Confirmation of association between overcrowding and adverse events in patients who do not wait to be seen. *Academic Emergency Medicine*, 11, 462.
- Rosovsky, R. P., Andonian, J. S., & Hayes, B. D. (2020). The impending storm: COVID-19, pandemics and our overwhelmed emergency departments. *American Journal of Emergency Medicine*, 38 (2020)(January), 1270–1294.
- Sari, M. A., Erianti, S., & Erna Marni. (2020). No Title. *Jurnal Keperawatan Abdurahman*, Volume 4 ,.
- Schneider, S. M., Gallery, M. E., Schafermeyer, R., & Zwemer, F. L. (2003). Emergency Department Crowding : A Point in Time. *Annals of Emergency Medicine*, Volume 2 N(August), 7–12. <https://doi.org/10.1067/mem.2003.258>
- Serviste, A., Kalabalığın, A., Erenler, A. K., Akbulut, S., Guzel, M., Cetinkaya, H., ... Baydin, A. (2014). Reasons for Overcrowding in the Emergency

- Department : Experiences and Suggestions of an Education and Research Hospital. *Turkish Journal of Emergency Medicine*, 14(2), 59–63.  
<https://doi.org/10.5505/1304.7361.2014.48802>
- Shin, T. G., Jo, I. J., Choi, D. J., Kang, M. J., Jeon, K., Suh, G. Y., & Sim, M. S. (2013). The adverse effect of emergency department crowding on compliance with the resuscitation bundle in the management of severe sepsis and septic shock. *Critical Care*.
- Sugiono. (2016). *Metode penelitian kuantitas, kualitatif dan R & D*. Bandung: Alfabeta.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- US Department of Health & Human Services. (2013). National hospital ambulatory medical care survey: 2012 emergency department summary tables (Internet).
- Van Der Linden, M. C., Van Loon, M., Gaakeer, M. I., Richards, J. R., Derlet, R. W., & Van Der Linden, N. (2018). A different crowd, a different crowding level? The predefined thresholds of crowding scales may not be optimal for all emergency departments. *International Emergency Nursing*, 41(February), 25–30. <https://doi.org/10.1016/j.ienj.2018.05.004>
- Wang, H., Ojha, R. P., Robinson, R. D., Jackson, B. E., Shaikh, S. A., Cowden, C. D., ... ZenaRosa, N. R. (2017). Optimal Measurement Interval for Emergency Department Crowding Estimation Tools. *Annals of Emergency Medicine*. <https://doi.org/10.1016/j.annemergmed.2017.04.012>
- Weiss, S. J., Derlet, R., Arndahl, J., Ernst, A. A., Schwab, R., Richards, J., ... Nick, T. G. (2002). Estimating the Degree of Emergency Department Overcrowding in Academic Medical Centers : Results of the National ED Overcrowding Study ( NEDOCS ), (April), 38–50. [https://doi.org/10.1197/S1069-6563\(03\)00583-9](https://doi.org/10.1197/S1069-6563(03)00583-9)
- Weiss, S. J., Ernst, A. A., Derlet, R., King, R., Bair, A., & Nick, T. G. (2005). Relationship between the National ED Overcrowding Scale and the number of patients who leave without being seen in an academic ED. *Am J Emerg Med*, 23(94), 288.
- Weiss, S. J., Ernst, A. A., & Nick, T. G. (2006). Comparison of the National Emergency Department Overcrowding Scale and the Emergency Department Work Index for Quantifying Emergency Department Crowding. *The Society for Academic Emergency Medicine*. <https://doi.org/10.1197/j.aem.2005.12.009>
- Weissman, J., Rothschild, J., & Bendavid, E, et al. (2007). Hospital workload and adverse events. *Med Care*, 45(55), 448.
- White, B., Biddinger, P., Chang, Y., Grabowski, B., Carignan, S., & Brown, D. (2013). Boarding inpatients in the emergency department increases discharged

- patient length of stay. *J Emerg Med*, 44(5), 230.
- Wijaya, A. S. (2019). *Kegawatdaruratan Dasar*. Jakarta: CV Trans Info Media.
- Winkelman, C. (2011). The Effect of Emergency Department Crowding on Patient Outcomes. *Advanced Emergency Nursing Journal*, 33(1), 39–54.
- Yarmohammadian, M., Rezaei, F., & Tavakoli, N. (2017). Overcrowding in Emergency Departments : A review of Strategies to Decrease Future Challenges. *Journal of Research in Medical Sciences*, (February).  
<https://doi.org/10.4103/1735-1995.200277>
- Zocchi MS, McClelland MS, P. J. (2015). Increasing throughput: results from a 42-hospital collaborative to improve emergency department flow. *Jt Comm J Qual Patient Saf.*, 41, 532–553.