

DAFTAR PUSTAKA

- Berghout, M., Exel, J.V., Leensvaart, L., Cramm, J.M. (2015). Healthcare Professionals' Views on Patient Centered Care in Hospitals. *BMC Health Service Research*, 15, 385-397. Doi:10.118.
- Bazyar, J., Farrokhi, M., Salaria, A., Khankeh, R.H. (2020). The Principles Of Triage In Emergencies And Disasters: A Systematic Review. *Prehosp Disaster Med*, 00(00):1-9.
- Epstein, R.M., Stret, R.L. (2011). The Values And Value of Patient Centered Care. *Annals of Family Medicine*, 9, 100-103. Doi: 10.1370/afm.12396/s12913-015-1049-z.
- Endradita, G. (2016). Desain IGD RS Kelas C. Diakses dari <https://galihendradita.wordpress.com>.
- Ernawati, E., Lusiani, M. (2019). Studi Fenomenologi: Pelaksanaan *Patient Center Care* Perspektif Pasien dan Perawat di RS dr. Dradjat Prawiranegara Serang. *Faletehan Health Journal*, 6, 83-90. Diakses dari www.journal.lppm-stikesfa.ac.id/ojs/index.php/FHJ.ISSN 2088-673X | e-ISSN 2597-8667.
- Firman. (2018). Analisis Data dalam Penelitian Kualitatif. Diakses dari <https://www.researchgate.net/publication/328675958>.
- Fix, G.M., Lukas, C.V.D., Bolton, R.E., Hill, J.N., Mueller, N., Lavela, S.L., Bokhour, B. (2018). Patient Centered Care is A Way of Doing Things: How Healthcare Employees Conceptualize Patient Centered Care. *Health Expectations*, 21, 300-307. Doi:10.1111/hex.12615.
- Faradiba, H. (2019). Persepsi Pasien Terhadap Pelaksanaan *Patient Centered Care* (PCC) Di Ruang Rawat Inap Rumah Sakit Paru Jember (Skripsi). Fakultas Keperawatan. Universitas Jember. Jember.
- Greene, S.M., Tuzzio, L., Ckerkin, D. (2012). A Framework for Making Patient-Centered Care Front and Center. *The Permanente Journal*, 16,49-53.
- Hower, K.I., Venedey, V., Hillen, H.A., Kuntz, L., Stock, S., Pfaff, H., Ansmann, L. (2019). Implementation of Patient Centred Care: Which organisational determinants matter from decision maker's perspective? Results from a qualitative interview study across various health and social care organisations. *BMJ Open*. Diakses dari <http://bmjopen.bmj.com>.
- Jayadevappa, R. (2017). Patient Centered Outcomes Research And Patient Centered Care for Older Adults: A Perspective. *Gerontology & Geriatric Medicine*, 3, 1-4. Doi:10.1177/2333721417700759.

- Kuipers, S.J., Cramm, J.M., Nieboer, A.P.(2019). The Importance of Patient Centered Care and Co-Creation of Care for Satisfaction with Care and Physical and Social Well-being of Patient with Multy-Morbidity in The Primary Care Setting. *BMC Health Services Research*, 19, 13-21. Diakses dari <https://doi.org/10.1186/s12913-018-3818-y>.
- Kementrian Dalam Negeri RI. No. 61. (2007). Peraturan Menteri Dalam Negeri Tentang Pedoman Teknis Pengelolaan Keuangan Badan Layanan Umum Daerah (Permendagri Nomor 61 tahun 2016). Jakarta, DKI. Diakses dari luk.staff.ugm.ac.id.
- Kementrian Kesehatan RI. No 129. (2008). Keputusan Menteri Kesehatan Tentang Pelayanan Minimal Rumah Sakit. (Kepmenkes Nomor 129 Tahun 2008). Jakarta, DKI. Diakses dari bprs.kemkes.go.id.
- Kementrian Kesehatan RI. (2016). Peraturan Menkes tentang Juknis Sistem INA CBGs (Permenkes Nomor 76 tahun 2016). Jakarta. DKI. Diakses dari persi.or.id/pmk762016.
- Kementrian Kesehatan RI. No 47. (2018). Peraturan Menteri Kesehatan Tentang Pelayanan Kegawat Daruratan (Permenkes Nomor 47 tahun 2018). Jakarta, DKI. Diakses dari hukor.kemkes.go.id.
- Larasati, T.A. (2019). Komunikasi Dokter-Pasien Berfokus Pasien pada Pelayanan Kesehatan Primer. *JK Unila*, 3, 160-166.
- Marti, E., Andarini, S., Lestari, R. (2015). Studi Fenomenologi Penerapan Prinsip *Patient Center Care* Pada Saat proses Resusitasi di IGD RSUD Saiful Anwar Malang. *The Indonesian Journal of Health Science*, Vol,6,73-89.
- Muray, M., Belanger, H.C., Razmak, J. (2018). Fall Prevention Strategy In An Emergency Department. *International Journal of Health Care Quality Assurance*, Vol, 32-9. Diakses dari <https://doi.org/10.1108/IJHCQA-09-2016-0122>.
- Rosa, E.M. 2018. *Patient Center Care di Rumah Sakit Konsep dan Implementasi*, I,Yogyakarta: LP3M. Diakses dari repository.umy.ac.id.
- Riskiyah. (2017). Pengalaman Pasien Rawat Inap terhadap Penerapan *Patient Centered Care* di RS UMM. *Jurnal Kedokteran Brawijaya*, 29, 358-363.
- Rasouli, R.H., Esfahani, A., Nobakht, M., Eskandari, M., Mahmoodi, S., Goodarzi, H., Farajzadeh, A.M. (2019). Outcomes Of Crowding In Emergency Departments : A Systematic Review. *Archives of Academic Emergency Medicine*, 7, 52. Diakses dari <https://doi.org/10.22037/aaem.v7i1.332>.

Singapore Patient Acuity Category Scale (PACS) Dan Emergency Severity Index (ESI). (2014). Diakses dari <https://bit.ly/32zfRgg>.

Standar Nasional Akreditasi Rumah Sakit. I. (2017). Jakarta: KARS

Susilaningsih, S.F., Mediani, S.H., Kurniawan, T., Widiawati, M., Maryani, L., Meharawati, I. (2017). Sosialisasi Model Praktik Kolaborasi Interprofesional Pelayanan Kesehatan Di Rumah Sakit. *Dharmakarya*, 6, 10-13.

Suswanti, E. (2018). Analisis faktor-faktor yang menghambat pelaksanaan case management di RSUP DR.Sardjito Yogyakarta (Tesis). Magister Ilmu Kesehatan Masyarakat. Universitas Gajah Mada. Yogyakarta.

Rusmawati, A. (2016). Upaya Meningkatkan Kemampuan Perawat Dalam Menerapkan *Patient Centered Care* (PCC) Di Rumah Sakit (Studi Di RSUD Dr. Harjono Ponorogo Dan RSUD Dr.Iskak Tulungagung) (Tesis). Fakultas Kedokteran. Universitas Diponegoro. Semarang.

Rachma, A.H. (2018). Pelaksanaan *Patient Center Care* (PCC) Di Rumah Sakit Umum Daerah Dr. Zainoel Abidin Banda Aceh (Tesis). Fakultas Keperawatan. Universitas Syah Kuala. Banda Aceh.

Vivanti, A., Isenring, E., Baumann, S., Powrie, D., O'neill, M., Clark, D., Courtice, S., Campbell, K., Ferguson, M. (2015). Emergency Department Malnutrition Screening And Support Model Improves Outcomes In A Pilot Randomised Controlled Trial. *Emergency Medicine Journal*, 32, 180–183. Doi:10.1136/emmermed-2013-202965. Diakses dari <http://emj.bmj.com>.

Wan, T.T.H., Gurupur, V.P., Tanik, M.M. (2017). Design and Evaluation of Integrated Healthcare Informatics. *Transactions of the SDPS*, 21, 1-5. Doi: 10.3233/jid-2017-0016. Diakses dari <http://www.sdpsnet.org>.

Werdhani, R.A. (2017). Leadership In Doctor-Patient Relationship: Implementation On Patient's Case Management In Primary Care. *Medical Journal of Indonesia*, 26, 158-166.