

DAFTAR PUSTAKA

- Almas, S. *et al.* (2017) 'Clinical Information Transfer between EMS Staff and Emergency Medicine Assistants during Handover of Trauma Patients', (October), pp. 1–7. doi: 10.1017/S1049023X17006562.
- Bakon, S. and Millichamp, T. (2017) 'Optimising the emergency to ward handover process: A mixed methods study', *Australasian Emergency Nursing Journal*. College of Emergency Nursing Australasia, 20(4), pp. 147–152. doi: 10.1016/j.aenj.2017.10.001.
- Ballard, S. A. *et al.* (2017) 'Factors affecting nursing staff use of a communication tool to reduce potentially preventable acute care transfers in long-term care', *Geriatric Nursing*. Elsevier Inc, pp. 1–5. doi: 10.1016/j.gerinurse.2017.03.012.
- Campbell, D. and Dontje, K. (2018) 'Implementing Bedside Handoff in the Emergency Department: A Practice Improvement Project', *Journal of Emergency Nursing*. Elsevier Inc, pp. 1–6. doi: 10.1016/j.jen.2018.09.007.
- Care, E. and Republic, C. (2018) 'REVIEW EFFECTIVE COMMUNICATION HANDOVERS Radka Pokojová , Sylva Bártlová AND SHARING INFORMATION AT', 9(4), pp. 947–955. doi: 10.15452/CEJNM.2018.09.0028.
- Christopher, J., Russell, J. and Smith, C. J. (2018) 'Western Journal of Emergency Medicine : Integrating Emergency Care with Population Health Evaluation of a Novel Handoff Communication Strategy for Patients Admitted from the Emergency Department'. doi: 10.5811/westjem.2017.9.35121.
- Croos, S. (2014) 'a respite perspective', 23(13), pp. 733–737.
- Defenbaugh, N. and Chikotas, N. E. (2016) 'Nurse Education in Practice The outcome of interprofessional education: Integrating communication studies into a standardized patient experience for advanced practice nursing students', *Nurse Education in Practice*. Elsevier Ltd, 16(1), pp. 176–181. doi: 10.1016/j.nepr.2015.06.003.
- Departemen kesehatan (2017) 'Peraturan menteri kesehatan republik indonesia nomor 11 tahun 2017', in. Jakarta: departemen kesehatan, pp. 399–404.
- Downey, L. V., Zun, L. and Burke, T. (2013) 'What constitutes a good hand offs in the emergency department: A patient's perspective', *International Journal of Health Care Quality Assurance*, 26(8), pp. 760–767. doi:

10.1108/IJHCQA-03-2012-0028.

- Thomson (2017) 'Factors Affecting Quality of Nurse Shift Handover in the Emergency Department Author Details', pp. 0–2. doi: 10.1111/ijlh.12426.
- Hidayat, A. A. (2014) 'Metodologi Penelitian Kebidanan & Teknik Analisis Data Contoh Aplikasi Studi Kasus'. Jakarta: Salemba Medika.
- Huth, K. *et al.* (2018) 'Between Referring Providers and the Emergency Department : Results of a Multidisciplinary Needs', *The Joint Commission Journal on Quality and Patient Safety*. Elsevier Inc., pp. 1–12. doi: 10.1016/j.jcjq.2018.05.003.
- Kedokteran, K. (2006) 'Komunikasi Efektif Dokter-Pasien'.
- Kementerian Kesehatan (2011) 'Peraturan Menteri Kesehatan Republik Indonesia nomor 1691/menkes/per/viii/2011'.
- Kerr, D. *et al.* (2016) 'Impact of a modified nursing handover model for improving nursing care and documentation in the emergency department: A pre- and post-implementation study', *International Journal of Nursing Practice*, 22(1), pp. 89–97. doi: 10.1111/ijn.12365.
- Komisi Akreditasi Rumah Sakit (2017) 'Standar Nasional Akreditasi Rumah Sakit Edisi 1'.
- Lyphout, C. *et al.* (2017) 'Patient safety incidents during interhospital transport of patients: A prospective analysis', *International Emergency Nursing*. Elsevier, (July), pp. 1–5. doi: 10.1016/j.ienj.2017.07.008.
- Moy, N. Y. *et al.* (2014) 'Methods, tools, and strategies development and sustainability of an inpatient-to-outpatient discharge handoff tool: A quality improvement project', *Joint Commission Journal on Quality and Patient Safety*. The Joint Commission, 40(5), pp. 219–227. doi: 10.1016/S1553-7250(14)40029-1.
- Mundakir (2016) *Komunikasi Pelayanan Kesehatan*. Yogyakarta: Indomedia Pustaka.
- Nursalam (2016) *Manajemen Keperawatan*. 5th edn. Edited by Lestari Peni Puji. Jakarta: Salemba Medika.
- Pawlikowska, T. *et al.* (2012) 'Patient Education and Counseling Verbal and non-verbal behavior of doctors and patients in primary care consultations – How this relates to patient enablement', *Patient Education and*

Counseling. Elsevier Ireland Ltd, 86(1), pp. 70–76. doi: 10.1016/j.pec.2011.04.019.

Permenkes (2017) 'KESELAMATAN PASIEN', 91, pp. 399–404.

Purnama Deni (2016) *Komunikasi, Informasi, dan Edukasi Efektif*. Edited by Hanafi Irham. Yogyakarta: Betha Grafika.

Rahman Fauzie (2017) *Komunikasi Kesehatan*. Edited by Nugroho Adi. Yogyakarta: Pustaka Panasea.

Streeter, A. R. and Com-, A. (2017) 'Nurse Handoff Communication', *Seminars in Oncology Nursing*. Elsevier Inc., 33(5), pp. 536–543. doi: 10.1016/j.soncn.2017.10.002.

Watkins, L. M. (2014) 'Handoff Communication From the Emergency Department to Primary Care', 36(1), pp. 44–51. doi: 10.1097/TME.0000000000000003.

Webster, D. (2014) 'Using Standardized Patients to Teach Therapeutic Communication in Psychiatric Nursing', *Clinical Simulation in Nursing*. Elsevier Inc, 10(2), pp. e81–e86. doi: 10.1016/j.ecns.2013.08.005.

Yu, M. (2017) 'Nurse Education Today E ff ectiveness of a role-play simulation program involving the sbar technique: A quasi-experimental study', 53(September 2016), pp. 41–47. doi: 10.1016/j.nedt.2017.04.002.