

DAFTAR PUSTAKA:

- Al-Abri, Rashid, and Amina Al-Balushi. 2014. “Patient Satisfaction Survey as a Tool Towards Quality Improvement.” *Oman Medical Journal* 29 (1): 3–7. <https://doi.org/10.5001/omj.2014.02>.
- Alejandro, Jose. 2019. “Care Progression: Care Management Alignment.” *Professional Case Management* 24 (1): 46–47. <https://doi.org/10.1097/NCM.0000000000000339>.
- Arana, Melissa, Licia Harper, Huanying Qin, and Jay Mabrey. 2017. “Reducing Length of Stay, Direct Cost, and Readmissions in Total Joint Arthroplasty Patients With an Outcomes Manager-Led Interprofessional Team.” *Orthopaedic Nursing* 36 (4): 279–84. <https://doi.org/10.1097/NOR.0000000000000366>.
- Auladi, Salas, Sidik Priadana, and Priyo Kuncoro. n.d. “Efektivitas peran case manager dalam upaya meningkatkan kendali mutu dan kendali biaya pelayanan rawat inap intensif peserta program jaminan kesehatan nasional (jkn) di rsup dr. Hasan sadikin bandung,” 21.
- “CMSA-Standards-2016.Pdf.” n.d.
- “Dinkes Provinsi Jateng, Profil Kesehatan Provinsi Jawa Tengah, 2017.” n.d.
- Evén, Gudrun, Jonas Spaak, Magnus von Arbin, Åsa Franzén-Dahlin, and Terese Stenfors. 2019. “Health Care Professionals’ Experiences and Enactment of Person-Centered Care at a Multidisciplinary Outpatient Specialty Clinic.” *Journal of Multidisciplinary Healthcare* Volume 12 (February): 137–48. <https://doi.org/10.2147/JMDH.S186388>.

- Faiz, Kashif Waqar, Antje Sundseth, Bente Thommessen, and Ole Morten Rønning. 2018. "Patient Knowledge on Stroke Risk Factors, Symptoms and Treatment Options." *Vascular Health and Risk Management* Volume 14 (February): 37–40. <https://doi.org/10.2147/VHRM.S152173>.
- Feladita, Niken. 2014. "Analisis biaya terapi stroke hemoragi pada pasien rawat inap" 4: 8.
- Fiorentini, Gianluca, Silvana Robone, and Rossella Verzulli. 2018. "How Do Hospital-Specialty Characteristics Influence Health System Responsiveness? An Empirical Evaluation of in-Patient Care in the Italian Region of Emilia-Romagna." *Health Economics* 27 (2): 266–81. <https://doi.org/10.1002/hec.3540>.
- Goh, Mien Li, Emily N. K. Ang, Yiong-Huak Chan, Hong-Gu He, and Katri Vehviläinen-Julkunen. 2018. "Patient Satisfaction Is Linked to Nursing Workload in a Singapore Hospital." *Clinical Nursing Research* 27 (6): 692–713. <https://doi.org/10.1177/1054773817708933>.
- Hakim, Lukman. 2018. "Pengaruh peran case manager berbasis spiritual islami terhadap kepuasan pasien di rsud dr. r. koesma tuban," 183.
- Juhana, Dudung, Ester Manik, Catleya Febrinella, and Iwan Sidharta. n.d. "Empirical study on patient satisfaction and patient loyalty on public hospital in bandung, indonesia," 23.
- "Lumenta N, Person Centered Care, Komisi Akreditasi Rumah Sakit, 2017." n.d.
- Mariam, Ferdila, Lyna Soertidewi, Freddy Sitorus, and Joedo Prihartono. 2010. "Gambaran biaya perawatan stroke di

ruang perawatan bagian ilmu penyakit saraf rsup cipto mangunkusumo” 27 (3): 11.

- Mu, F., D. Hurley, K. A. Betts, A. J. Messali, M. Paschoalin, C. Kelley, and E. Q. Wu. 2017a. “Real-World Costs of Ischemic Stroke by Discharge Status.” *Current Medical Research and Opinion* 33 (2): 371–78. <https://doi.org/10.1080/03007995.2016.1257979>.
- . 2017b. “Real-World Costs of Ischemic Stroke by Discharge Status.” *Current Medical Research and Opinion* 33 (2): 371–78. <https://doi.org/10.1080/03007995.2016.1257979>.
- Öztürk, Gökhan Tuna, Ender Erden, Süha Yalçın, Hüma Bölük, İlkay Karabay, Gözde Sümer, Ebru Durmuş, Murat Ersöz, and Murat Kara. 2017. “Independent Predictors of Mortality in Subacute and Chronic Stroke Patients: A Single Center Study in Turkey.” *Journal of Back and Musculoskeletal Rehabilitation* 30 (5): 987–90. <https://doi.org/10.3233/BMR-160534>.
- “Panduan Praktik Manajer Pelayanan Pasien – MPP Di Rumah Sakit (Case Manager), Komisi Akreditasi Rumah Sakit, Edisi Ke II Juli 2016.” n.d.
- Pirhonen, Laura, Kristian Bolin, Elisabeth Hansson Olofsson, Andreas Fors, Inger Ekman, Karl Swedberg, and Hanna Gyllensten. 2019. “Person-Centred Care in Patients with Acute Coronary Syndrome: Cost-Effectiveness Analysis Alongside a Randomised Controlled Trial.” *PharmacoEconomics* - Open, March. <https://doi.org/10.1007/s41669-019-0126-3>.
- Sacco, Ralph L., Scott E. Kasner, Joseph P. Broderick, Louis R. Caplan, J.J. (Buddy) Connors, Antonio Culebras, Mitchell S.V. Elkind, et al. 2013. “An Updated Definition of Stroke for the 21st Century: A Statement

- for Healthcare Professionals From the American Heart Association/American Stroke Association.” *Stroke* 44 (7): 2064–89. <https://doi.org/10.1161/STR.0b013e318296aeca>.
- “Snars_edisi1.Pdf.” n.d.
- Stampa, Matthieu de, Isabelle Vedel, Hélène Trouvé, Joël Ankri, Olivier Saint Jean, and Dominique Somme. 2014. “Multidisciplinary Teams of Case Managers in the Implementation of an Innovative Integrated Services Delivery for the Elderly in France.” *BMC Health Services Research* 14 (1). <https://doi.org/10.1186/1472-6963-14-159>.
- Swanson, Jeffrey, and William G. Weissert. 2018a. “Case Managers for High-Risk, High-Cost Patients as Agents and Street-Level Bureaucrats.” *Medical Care Research and Review* 75 (5): 527–61. <https://doi.org/10.1177/1077558717727116>.
- . 2018b. “Case Managers for High-Risk, High-Cost Patients as Agents and Street-Level Bureaucrats.” *Medical Care Research and Review* 75 (5): 527–61. <https://doi.org/10.1177/1077558717727116>.
- Tahan, Hussein M. 2018. “To Exist as a Case Manager Is to Constantly Change; to Be Successful, You Must Constantly Adapt.” *Professional Case Management* 23 (3): 103–6. <https://doi.org/10.1097/NCM.0000000000000287>.
- Wibawa, Eka Ari, Tjahjono Kuntjoro, and Rizaldy Taslim Pinzon. 2017. “KEPUASAN PASIEN STROKE PESERTA JKN DI RS LESTARI RAHARJA DAN RSUD MUNTILAN KABUPATEN MAGELANG.” *Berkala Ilmiah Kedokteran Duta Wacana* 2 (1): 255. <https://doi.org/10.21460/bikdw.v2i1.37>.

Xu, Xiang-Ming, Emma Vestesson, Lizz Paley, Anita Desikan, David Wonderling, Alex Hoffman, Charles DA Wolfe, Anthony G Rudd, and Benjamin D Bray. 2018. "The Economic Burden of Stroke Care in England, Wales and Northern Ireland: Using a National Stroke Register to Estimate and Report Patient-Level Health Economic Outcomes in Stroke." European Stroke Journal 3 (1): 82–91. <https://doi.org/10.1177/2396987317746516>.