

vices. This variance in satisfaction levels is influenced by several aspects within the hospital's emergency department concerning the Time Frame Emergency Model of Care. These aspects significantly impact the quality of service delivered to incoming patients.²⁵

Conclusions

Based on our research, it's clear that there's a strong connection between how well the Time Frame Emergency Model of Care works and how satisfied patients are in Premier Hospital Surabaya's emergency room. This means that when the Time Frame Emergency Model of Care is effective, it makes patients happier. For the broader population, these findings have implications for healthcare facilities and patients in general. Hospitals can consider adopting effective time management models like the one we studied to improve patient satisfaction. This approach isn't just beneficial for Premier Hospital Surabaya; it can be a valuable model for healthcare institutions worldwide to enhance the overall patient experience. Patients, on the other hand, can be more informed about the importance of efficient care models, which can guide their choices and expectations when seeking medical care. Ultimately, the focus on patient satisfaction can lead to improved healthcare experiences on a larger scale.

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