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## The Relationship Between Knowledge and Motivation of Nurses in Conducting Initial Assessments of Trauma Cases in the Emergency Room

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### ABSTRACT

**Background:** Initial assessment is an important component of emergency nursing care, especially in trauma cases, because it directly affects patient safety, clinical decision-making, and patient outcomes. In emergency departments, especially in low- and middle-income countries, the quality of initial assessment is greatly influenced by the level of knowledge and work motivation of nurses. **Objective:** This study aims to determine the relationship between nurses' knowledge and motivation in conducting initial assessments of trauma cases in the emergency department of Haji Makassar Regional General Hospital. **Methods:** This study used a quantitative design with a cross-sectional approach conducted in June–July 2025. The study population consisted of all emergency room nurses at Haji Makassar Regional General Hospital, with a sample size of 35 nurses selected using total sampling technique. Data collection was conducted using a questionnaire that had been tested for validity and reliability. Data analysis used the Spearman Rank correlation test. **Results:** The results showed that the majority of respondents had good levels of knowledge (60%) and motivation (62.9%) in conducting initial assessments in trauma cases. Furthermore, statistical analysis revealed a significant relationship between nurses' knowledge and motivation ( $p = 0.001$ ). The correlation coefficient ( $r = 0.838$ ) indicates a very strong and positive relationship, meaning that the higher the nurses' level of knowledge, the higher their motivation. **Conclusion:** Improving nurses' knowledge through continuous education and training can increase motivation and improve the quality of trauma assessment, with institutional support playing an important role in ensuring patient safety and better outcomes.

## INTRODUCTION

Trauma remains a major global public health problem, contributing substantially to mortality and long-term disability worldwide. According to the World Health Organization (WHO), injuries account for a significant proportion of global deaths and are a leading cause of disability, affecting an estimated 10% of the world's population (Hatmalyakin *et al.*, 2023). Road traffic injuries represent one of the most serious contributors to trauma-related mortality. Recent WHO estimates indicate that more than 1.3 million people die each year due to road traffic accidents, with millions more sustaining non-fatal injuries that often result in lifelong disability. Traffic-related injuries are also among the leading causes of death worldwide for children and young adults aged 5–29 years, underscoring the urgent need for effective prevention and trauma care strategies (Huriani *et al.*, 2024).

According to BPS (2020) South Sulawesi province, there were 6,083 traffic accidents in 2020 with 1,670 fatalities, 2,046 serious injuries, 6,511 minor injuries, and total losses reaching 13,825.12 million rupiah. The number of accidents in Makassar City in 2022 was 574 city transportation accidents. The traffic accident data includes traffic accidents involving public or city transportation.

Trauma is one of the leading causes of morbidity and mortality worldwide and requires prompt and accurate treatment, especially in emergency departments (EDs). Initial assessment is the first and most crucial stage in trauma management because it allows nurses to identify life-threatening conditions and determine the appropriate intervention. Suboptimal initial assessment can lead to delayed action, increased complications, and poor patient outcomes (Prahmawati *et al.*, 2023).

A nurse must have sufficient knowledge of the principles of trauma assessment by conducting a quick and accurate initial assessment in less than 60 seconds (unless the victim requires resuscitation). This initial assessment consists of a primary survey and secondary survey and can be performed before admission to the hospital (pre-hospital) and in the hospital (in-hospital). The purpose of the primary survey is to address life-threatening problems that must be identified quickly through the ABCDE assessment (airway, breathing, circulation, disability, exposure), while the purpose of the secondary survey is to identify all diseases and injuries and perform a complete examination from head to toe (Wahyuni *et al.*, 2024). However, knowledge alone is not enough if it is not accompanied by strong motivation to apply clinical skills consistently and appropriately.

Various studies show that nurses' motivation affects their performance, compliance with clinical guidelines, and the quality of nursing services. High motivation enables nurses to perform effectively and efficiently to achieve predetermined goals. Low motivation results in poor performance. Many factors can affect nurses' performance at work, especially their motivation. The motivation possessed by nurses determines the quality of performance that will be displayed in honing their skills, responsibilities, and work, whether intrinsic or extrinsic motivation (Prahmawati *et al.*, 2023).

Therefore, this study aims to determine the relationship between nurses' knowledge and motivation in conducting initial assessments of trauma cases in the emergency department of Haji Makassar Regional General Hospital. The results of this study are expected to contribute to the development of nursing practices and innovation in emergency services.

## **METHODS**

### **Study Design**

This study used a quantitative design with a cross-sectional approach to analyze the relationship between nurses' knowledge and motivation in conducting initial assessments of trauma cases.

### **Participants and Setting**

The study was conducted in the Emergency Room of Haji Makassar Regional General Hospital, involving all nurses working in the unit as the study population. A total of 35 nurses were included as respondents using a total sampling technique. Data were collected using a structured questionnaire distributed directly to respondents after obtaining informed consent, and the process was carried out in accordance with the research protocol during the study period.

### **Instruments**

This study used a questionnaire as a data collection tool to measure two main variables, namely nurses' knowledge and motivation in conducting initial assessments in trauma cases. The knowledge variable was measured using 20 items in the form of multiple-choice questions, while the motivation variable was measured using 20 items based on a Likert scale (e.g., 1 = disagree to 4 = strongly agree). Prior to data collection, the instruments were tested for validity and reliability. The results of the validity test showed that all questionnaire items had a correlation coefficient (r-count) greater than the r-table value ( $r > 0.361$ ), indicating that all items were valid. Reliability testing using Cronbach's alpha yielded a value of 0.82 for the knowledge variable and 0.94 for the motivation variable, indicating that the instruments were reliable. The measurement scale used in this study was an ordinal scale.

### **Data Collection Procedure**

The data collection process was carried out by distributing questionnaires directly to respondents who met the research criteria. Before filling out the questionnaire, the researcher explained the purpose and procedure of the research to the respondents. Next, respondents were asked to fill out the questionnaire according to their respective conditions and experiences, then the completed questionnaires were collected by the researcher for data processing.

### **Data Analysis**

The data was collected in advance through the stages of editing, coding, and tabulation. Data analysis was performed using univariate and bivariate methods. Univariate analysis was used to describe the characteristics of respondents and the distribution of nurses' knowledge and motivation in performing initial assessment in trauma cases. Meanwhile, bivariate analysis was used to determine the relationship between respondent characteristics and nurses' knowledge of initial assessment in trauma cases at the Emergency Room of Haji Makassar Regional General Hospital and to determine the relationship between knowledge and nurses' motivation in conducting initial assessment in trauma cases at the Emergency Room of Haji Makassar Regional General Hospital. The statistical test used in this study was Spearman's rank correlation test because the data was on an ordinal scale. The results of the analysis showed a significant and positive relationship between nurses' knowledge and motivation in conducting initial assessments in trauma cases.

## Ethical Consideration

This study was conducted in accordance with research ethics principles. Prior to data collection, respondents were given an explanation of the research objectives and asked to voluntarily participate without coercion. The confidentiality of respondents' identities was maintained by not including names or personal data on the questionnaire. The data obtained was used solely for research and scientific development purposes and did not cause any adverse effects on the respondents or the institutions where the research was conducted.

## RESULTS

### 1. Respondent Characteristics

Table 1. Characteristics of Respondents by Gender, Age, Latest Education, Training, and Length of Employment

Characteristics	Frequency (n)	Percentage (%)
<b>Gender</b>		
Female	26	74,3
Male	9	25,7
<b>Age</b>		
26-35 years old	30	85,7
36-45 years old	5	14,3
<b>Highest Level of Education</b>		
Diploma	3	8,6
Bachelor	2	5,7
Profession	21	60,0
Masters	9	25,7
<b>Training Courses Attended</b>		
BTCLS	19	54,3
BHD	5	14,3
ACLS	5	14,3
Never	6	17,1
<b>Length of Service</b>		
> 10 years old	23	65,7
≤ 10 years old	12	34,3
<b>Total</b>	<b>35</b>	<b>100</b>

Based on Table 1. above regarding the characteristics of respondents based on gender, age, highest level of education, training, and length of employment that contributed to this study, most of the respondents in this study were female, totaling 26 people (74.3%). Based on age, most respondents were in the early adult category (26–35 years old), totaling 30 people (85.7%). Based on the highest level of education, the majority of respondents had a nursing degree, totaling 21 people (60.0%). Meanwhile, based on the length of employment at the Emergency Room of Haji Makassar Regional General Hospital, the majority of respondents had worked for more than 10 years, totaling 23 people (65.7%).

## 2. Univariate Test

- a. Nurses' knowledge of initial assessment in trauma cases in the emergency room

Table 2. Overview of Knowledge of Emergency Room Nurses at Haji Makassar Regional General Hospital regarding Initial Assessment in Trauma Cases

Knowledge	Number	Percentage (%)
Good	21	60,0
Enough	10	28,6
Less	4	11,4
<b>Total</b>	<b>35</b>	<b>100</b>

Based on the results of a study conducted on 35 emergency room nurses at Haji Makassar Regional General Hospital, it was found that most nurses had good knowledge of initial assessment in trauma cases, namely 21 people (60.0%). The rest had sufficient knowledge, namely 10 people (28.6%), and only 4 people (11.4%) had insufficient knowledge. These results indicate that most nurses understand the basic principles of initial assessment in the management of trauma cases in the emergency room.

- b. Nurse Motivation regarding Initial Assessment in Trauma Cases in the Emergency Room

Table 3. Overview of the Motivation of Emergency Room Nurses at Haji Makassar Regional General Hospital regarding Initial Assessment in Trauma Cases

Motivation	Number	Percentage (%)
Good	22	62,9
Enough	10	28,6
Less	3	8,6
<b>Total</b>	<b>35</b>	<b>100</b>

In addition to knowledge, the results also showed that nurses' motivation in conducting initial assessments in trauma cases was relatively good. A total of 22 nurses (62.9%) had good motivation, 10 nurses (28.6%) had adequate motivation, and only 3 nurses (8.6%) had poor motivation. These results indicate that most

respondents had good motivation in managing trauma cases in the emergency department.

### 3. Bivariate Test

- a. The Relationship between Respondent Characteristics and Nurses' Knowledge of Initial Assessment in Trauma Cases at the Emergency Room of Haji Makassar Regional General Hospital.

Table 4. Relationship between Respondent Characteristics and Nurses' Knowledge about Initial Assessment in Trauma Cases at the Emergency Room of Haji Makassar Regional General Hospital (n=35)

Characteristics	Frequency (n)	p-value
<b>Gender</b>		P value= 0,403
Female	26	
Male	9	
<b>Age</b>		P value=0,627
26-35 years old	30	
36-45 years old	5	
<b>Highest Level of Education</b>		P value= 0,002
Diploma	3	
S1	2	
Ners	21	
S2	9	
<b>Training Courses Attended</b>		P value= 0,001
BTCLS	19	
BHD	5	
ACLS	5	
Never	6	
<b>Length of Service</b>		P value= 0,001
> 10 years old	23	
≤ 10 years old	12	

characteristics on the level of nurses' knowledge about initial assessment in trauma cases at the Emergency Room of Haji Makassar Regional General Hospital, it was found that gender and age had no significant relationship with the level of knowledge ( $p > 0.05$ ). Meanwhile, the highest level of education, training attended, and length of service showed a significant relationship with the level of nurses' knowledge ( $p < 0.05$ ).

- b. The Relationship between Knowledge and Nurse Motivation regarding Initial Assessment in trauma cases at the Emergency Room of Haji Makassar Regional General Hospital.

Table 5. Relationship between Nurses' Knowledge and Motivation regarding Initial Assessment in Trauma Cases at the Emergency Room of Haji Makassar Regional General Hospital

Knowledge	Motivation						Total		r (Spearm an)	P-Valu e
	Less		Enough		Good		n	%		
	n	%	n	%	n	%				
Less	2	5,7	2	5,7	0	0,0	4	11,4	<b>(0.838)</b>	<b>0.001</b>
Enough	1	2,9	7	20,0	2	5,7	10	28,6		
Good	0	0,0	1	2,9	20	57,1	21	60,0		
<b>Total</b>	<b>3</b>	<b>8,6</b>	<b>10</b>	<b>28,6</b>	<b>22</b>	<b>62,9</b>	<b>35</b>	<b>100,0</b>		

Based on the Spearman Rank test analysis, a p-value of 0.001 (< 0.05) was obtained, which means that there is a significant relationship between the knowledge and motivation of nurses in the emergency department of Haji Makassar Regional General Hospital in conducting initial assessments of trauma cases. The correlation coefficient (r) value = 0.838, indicating that the relationship is very strong and positive.

The cross-tabulation results show that nurses with good knowledge mostly have good motivation, totaling 20 people (57.1%). Nurses with adequate knowledge and adequate motivation numbered 7 (20%). Meanwhile, nurses with poor knowledge had no good motivation, but tended to have poor motivation (2 people, 5.7%) and adequate motivation (2 people, 5.7%). Thus, the better the nurses' knowledge, the better their motivation in conducting the initial assessment.

## DISCUSSION

The results of this study indicate that nurses' knowledge plays an important role in increasing their motivation to perform initial assessments in trauma cases. Nurses with a good level of knowledge tend to have higher confidence and readiness in dealing with trauma patients in the emergency room. Adequate knowledge enables nurses to understand the urgency of action, recognize life-threatening conditions, and make quick and accurate clinical decisions.

According to Carl Rogers' theory (1969), as explained in the study by Rahmawati et al. (2024), training enhances individuals' knowledge because they learn actively, apply the material directly, and receive feedback in a supportive environment. Furthermore, according to the theory in the research by Bustoin et al. (2021), David Kolb (1984) also states that training enhances participants' knowledge because, through direct experience and reflection, participants can understand information deeply and relate it to real-life situations, so that their knowledge becomes more internalized and can be applied.

Next, regarding length of service, the researcher's assumption is that the longer a nurse has been working, the more knowledge they have acquired, through direct experience, where nurses who have been directly involved in emergency cases for a long time and consequently deal with trauma patients will have

better knowledge than those who are new to the job. According to Aristotelian theory (384–322 BCE), as cited in the study by Sukma Anggreini et al. (2023), knowledge is acquired through experience. Knowledge is a person's understanding of a subject involving the knower and the known, as well as awareness of what one seeks to understand. Work experience or tenure is one of the key factors influencing the level of knowledge. The longer a person works, the more clinical experience they gain, so their ability to recognize conditions, make decisions, and implement actions becomes more accurate.

Good motivation among nurses in the emergency room at Haji Makassar Regional General Hospital can be influenced by various factors, such as educational background, work experience, and emergency training that has been taken. Longer work experience provides nurses with more opportunities to be involved in handling trauma cases, thereby increasing their skills and work motivation.

Factors that can influence motivation include: The environment, where, based on research findings, it was found that the majority of nurses—22 individuals (62.9%)—exhibited high motivation when conducting initial assessments in trauma cases. These results indicate that a supportive work environment is also one of the key factors in enhancing nurses' motivation. A good work environment not only provides physical comfort but also creates a positive and collaborative work atmosphere, enabling nurses to perform their duties optimally, efficiently, and effectively, which can enhance their motivation.

The researcher assumes that nurses' motivation is influenced by the working environment conditions in the hospital working environment with adequate facilities, a well-organized work system, effective communication, and good collaboration among nurses and other healthcare staff, as well as support and recognition from the head of the department, such as praise for their performance, can boost nurses' enthusiasm and motivation in performing emergency care. With a supportive work environment, nurses will be more motivated to provide emergency care quickly, accurately, and optimally, thereby improving the quality of care for trauma patients.

This finding is in line with Noitoiatmoidjoi's (2014) theory in (Mahardika *et al.*, 2023), which explains that knowledge is one of the predisposing factors that can shape a person's behavior. Good knowledge will increase confidence, positive attitudes, and ultimately lead to the emergence of motivation and appropriate actions.

According to Siagian's theory (2014), as cited in the research by Handayani et al. (2022), the work environment is a key factor influencing an individual's work motivation. A conducive environment both in terms of physical aspects such as lighting and cleanliness, as well as non-physical aspects such as inter-employee relationships and work atmosphere can enhance enthusiasm, comfort, and intrinsic drive to perform well. The better the work environment, the higher the employees' motivation to work optimally and achieve organizational goals. Furthermore, according to Haynes' theory (2008), as cited in the research by Adylloin et al. (2025), the work environment both physical and non-physical plays a significant role in shaping individual motivation. A comfortable, safe, and harmonious environment can increase employees' enthusiasm and intrinsic drive to work more optimally, whereas a non-conducive environment can decrease motivation and performance.

In line with this, research by Qorahman & Le'stari, (2025) proves that there is a relationship between triage knowledge and the level of anxiety experienced by patients' families in the emergency room. These findings reinforce that knowledge plays an important role in shaping individual responses, both psychologically and behaviorally. Good knowledge helps families respond more calmly to the patient's condition, and good knowledge also motivates nurses to perform initial assessments quickly, accurately, and consistently. Thus, both in the realm of the patient's family and health workers, knowledge has been

proven to be a key factor that contributes to the formation of a positive response that supports optimal emergency services.

This correlation is in line with the results of the study, which shows that the majority of nurses with good knowledge also show high motivation (57.1%). This can be explained by the fact that a deep understanding of the initial assessment steps makes nurses more confident, capable, and determined to carry them out optimally. Conversely, nurses with less knowledge tend to have low motivation, because limited understanding can reduce confidence in taking action.

The results of this study are also consistent with previous studies, namely the study by Prahmawati *et al.*, (2023), which indicates that there is a relationship between nurses' work motivation and the implementation of initial assessment in the emergency room of the Seiputih Banyak Lampung Teingah Community Health Center. This means that the better the motivation of the nurses, the more optimal they are in implementing the initial assessment. Thus, knowledge and motivation can be said to be two important factors that support each other in improving the quality of nurses' performance.

According to Aristotle in (Sukma Anggre ini *et al.*, 2023). Good knowledge is very important for nurses, because the higher the knowledge, the more accurate the clinical decisions made. Good knowledge will also influence one's attitude and behavior, including in terms of work motivation.

In general, the results of this study show that in terms of both knowledge and motivation, nurses in the emergency department of Haji Makassar Regional General Hospital are well prepared to perform initial assessments in trauma cases. However, there are still a small number of nurses with insufficient or even lacking knowledge and motivation, so intervention by hospital management is needed. Such interventions could include continuous training, emergency workshops, and motivation through rewards and effective supervision. Thus, it can be concluded that the quality of initial assessment services in the emergency room is greatly influenced by a combination of nurses' knowledge and motivation. Efforts to improve both aspects are essential to optimize trauma case services in the emergency room and improve patient safety.

## **IMPLICATIONS FOR NURSING PRACTICE AND INNOVATION**

The results of this study have important implications for nursing practice, particularly in the field of emergency care. Increasing nurses' knowledge through continuing education and trauma training has been shown to increase nurses' motivation in performing initial assessments. This has the potential to improve service quality, patient safety, and the speed of trauma case management in the emergency department.

Furthermore, the results of this study can serve as a basis for the development of innovative nursing services, such as the implementation of routine training programs, trauma management simulations, and the strengthening of standard operating procedures for initial trauma assessment in the emergency department, so that nurses are expected to provide more effective, efficient, and evidence-based services. However, this study has several limitations, including a relatively small sample size ( $n = 35$ ), which may limit the generalizability of the findings, and the use of a single-site setting that may not represent other healthcare institutions. In addition, the use of self-reported questionnaires may introduce response bias, and the cross-sectional study design does not allow for the establishment of causal relationships between nurses' knowledge and motivation.

## **CONCLUSION**

This study concludes that there is a very strong and positive relationship between nurses' knowledge and motivation in conducting initial assessments of trauma cases in the emergency department of Haji Makassar Regional General Hospital. In addition, factors such as level of education, participation in training, and length of service were also found to be associated with nurses' knowledge. Nurses with higher education, more training experience, and longer work experience tend to have better knowledge, which in turn contributes to higher motivation. Therefore, efforts to improve knowledge through continuous education, regular emergency training, and professional development are essential to enhance nurses' motivation and improve the quality of emergency nursing services.

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## **AUTHOR CONTRIBUTIONS**

Leni Marlina played a role in research design, data collection, data analysis, and manuscript preparation. Other authors contributed to research supervision, review of results, and refinement of the manuscript until it was ready for publication.

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## **CONFLICT OF INTEREST**

The author declares that there are no conflicts of interest, either financial or non-financial, that could influence the research process, data analysis, or writing of this manuscript.

## **ETHICAL APPROVAL**

This study was conducted in accordance with research ethics principles. Research permission was obtained from the relevant institutions and the Haji Makassar Regional General Hospital prior to data collection. All research procedures were carried out with respect for the ethics, safety, and comfort of the respondents.

## **INFORMED CONSENT**

Prior to data collection, all respondents were given an explanation of the purpose, benefits, and procedures of the study. Respondents expressed their willingness to participate voluntarily by signing an informed consent form. Researchers guaranteed the confidentiality of respondents' identities and ensured that the data obtained would only be used for research purposes.

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