

DAFTAR PUSTAKA

- Accme. (2021). What is an “Interprofessional team”, as Described in the Engages Teams Criterion?. Accreditation Council fo Continuing Medical Education <https://www.accme.org/faq/what-interprofessional-team-described-engages-teams-criterion>
- ACT Academy. (2022). Online Library of Quality, Service Improvement and Redesign Tools: A Model for Measuring Quality Care. NHS Improvement
- Ang, W. C., Swain, N., & Gale, C. (2013). Evaluating communication in Healthcare: Systematic review and analysis of suitable communication scales. *Journal of Communication in Healthcare*, 6(4), 216–222. <https://doi.org/10.1179/1753807613y.0000000041>
- Aspinal F, Addington-Hall J, Hughes R, Higginson IJ. Using Satisfaction to Measure the Quality of Palliative Care: a Review of the Literature. *J Adv Nurs* 2003; 42:324-339
- Bajwah S, Oluyase AO, Yi D, Gao W, Evans CJ, Grande G, *et al.* (2020). The effectiveness and cost-effectiveness of hospital-based specialist palliative care for adults with advanced illness and their caregivers. *Cochrane Database Syst Rev*. 2020
- Baraldi, C., & Gavioli, L. (2020). Effective communication and knowledge distribution in healthcare interaction with migrants. *Health Communication*, 36(9), 1059–1067. <https://doi.org/10.1080/10410236.2020.1735701>
- Bougie, R., & Sekaran, U. (2020). *Research Methods for Business: A Skill Building Approach*. Wiley.
- Check, D. K., Chawla, N., Kwan, M. L., Pinheiro, L., Roh, J. M., Ergas, I. J., ... & Kushi, L. H. (2018). Understanding racial/ethnic differences in breast cancer-related physical well-being: the role of patient–provider interactions. *Breast cancer research and treatment*, 170(3), 593-603.
- Chin, W., Cheah, J.-H., Liu, Y., Ting, H., Lim, X.-J., & Cham, T. H. (2020). Demystifying the role of causal-predictive modeling using partial least squares structural equation modeling in information systems research. *Industrial Management & Data Systems*, 120(12), 2161-2209.
- Chin, W., Cheah, J.-H., Liu, Y., Ting, H., Lim, X.-J., & Cham, T. H. (2020). Demystifying the role of causal-predictive modeling using partial least squares structural equation modeling in information systems research. *Industrial Management & Data Systems*, 120(12), 2161-2209.

- Choi U kyong, Course D. The Effects of Perceived Medical Service Quality on Patient Satisfaction, Hospital's Reputation and Loyalty. *J Korea Soc Comput Inf.* 2020;25(1):177–85
- Cohen, J. (1988). *Statistical Power Analysis for the Behavioral Sciences* (2nd Edition) (2nd ed.). Routledge.
- GLOBOCAN (IARC). (2020). Estimated Breast Cancer Mortality Worldwide in 2020. GLOBOCAN (IARC).
- Griffis, H.M.; Kilaru, A.S.; Werner, R.M.; Asch, D.A.; Hershey, J.C.; Hill, S.; Ha, Y.P.; Sellers, A.; Mahoney, K.; and Merchant, R.M. Use of social media across US hospitals: Descriptive analysis of adoption and utilization. *Journal of Medical Internet Research*, 16, 11 (2014), e264
- Guan, T., Santacroce, S. J., Chen, D. G., & Song, L. (2020). Illness, uncertainty, coping, and quality of life among patients with prostate cancer. *Psycho-oncology*, 29(6), 1019-1025.
- Hair, J. F., & Sarstedt, M. (2021). Data, measurement, and causal inferences in machine learning: Opportunities and challenges for marketing. *Journal of Marketing Theory and Practice*, 29(1), 65-77.
- Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)* (2nd ed.). Sage.
- Hair, J. F., Ringle, C. M., Gudergan, S. P., Fischer, A., Nitzl, C., & Menictas, C. (2019). Partial least squares structural equation modeling-based discrete choice modeling: An illustration in modeling retailer choice. *Business Research*, 12, 115-140.
- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31 (1), 2-24. <https://doi.org/10.1108/eb-11-2018-0203>
- Hanefeld J, Powell-Jackson T, Balabanova D. Understanding and measuring quality of care: dealing with complexity. *Bull World Health Organ.* 2017;95(March):368–74
- Henseler, J., Ringle, C. M., & Sarstedt, M. (2015). A new criterion for assessing discriminant validity in variance-based structural equation modeling. *Journal of the Academy of Marketing Science*, 43(1), 115–135. <https://doi.org/10.1007/s11747-014-0403-8>
- Hewitt, M. E., & Simone, J. V. (1999). *Ensuring Quality Cancer Care*. National Academy Press.

- Hiratsuka, Y., Suh, S. Y., Maeda, I., Morita, T., Mori, M., Ito, S., ... & Inoue, A. (2021). Factors influencing spiritual well-being in terminally ill cancer inpatients in Japan. *Supportive Care in Cancer*, 29(5), 2795-2802.
- Gao G, Burke N, Somkin CP, Pasick R. Patient Communication During Colorectal Cancer Screening. *Qual Health Res*, Vol 19, No. 6, 778–89, 2009.
- Ivanov, A., & Sharman, R. (2018). Impact of user-generated internet content on hospital reputational dynamics. *Journal of management information systems*, 35(4), 1277-1300.
- J. Matusitz, J. Spear, Effective doctor-patient communication: An updated examination, *Social Work in Public Health*, Vol.29, No.3, 252–66, 2014
- Johnson, K. The link between the patient experience and hospital reputation. National Research Corporation, 2014. <https://nrchealth.com/wp-content/uploads/2016/11/LinkBetween-Patient-Experience-and-Hospital-Reputation.pdf/>
- Jung, K.; Feldman, R.; and Scanlon, D. Where would you go for your next hospitalization? *Journal of Health Economics*, 30,4(2011), 832–841.
- K. Klaver, A. Baart, Attentiveness in care: Towards a theoretical framework, *Nursing Ethics*, Vol. 18, No.5, 686–693, 2011.
- K. Wentlandt, D. Seccareccia, N. Kevork, Workentin K, Blacker S, Grossman D, Camilla Zimmermann. Quality of Care and Satisfaction with Care on Palliative Care Units, *Journal of Pain Symptom Management*, Vol.51, No.2,184–92,2015.
- Kemkes. (2022). Navigasi Pasien Kanker (NAPAK) Solusi Rendahnya Layanan Perawatan. Kementerian Kesehatan Republik Indonesia <https://www.kemkes.go.id/article/print/22041000001/navigasi-pasien-kanker-napak-solusi-rendahnya-layanan-perawatan.html>
- Kock, N. (2016). Hypothesis testing with confidence intervals and p values in PLS-SEM. *International Journal of e-Collaboration*, 12(3),1-6
- Kock, N., & Hadaya, P. (2018). Minimum sample size estimation in PLS-SEM: The inverse square root and gamma-exponential methods. *Information Systems Journal*, 28(1), 227–261
- Lee, S., Groß, S. E., Pfaff, H., & Dresen, A. (2020). Waiting time, communication quality, and patient satisfaction: an analysis of moderating influences on the relationship between perceived waiting time and the satisfaction of breast

cancer patients during their inpatient stay. *Patient education and counseling*, 103(4), 819-825.

- Lu, W., & Al-Hakim, L. (2020). The impact of reputation, costs, and interactive care on patient satisfaction. <https://doi.org/10.21203/rs.3.rs-109605/v1>
- Mélin, M., Amieva, H., Frasca, M., Ouvrard, C., Berger, V., Hoarau, H., ... & Burucoa, B. (2020). Support practices by an interdisciplinary team in a palliative-care unit for relatives of patients in agonal phase. *BMC palliative care*, 19(1), 1-11.
- Memon, M. A., Ting, H., Cheah, J. H., Thurasamy, R., Chuah, F., & Cham, T. H. (2020). Sample size for survey research: review and recommendations. *Journal of Applied Structural Equation Modeling*, 4(2), 1-20.
- Mira, J. J., Lorenzo, S., & Navarro, I. (2014). Hospital reputation and perceptions of patient safety. *Medical principles and practice*, 23(1), 92-94.
- Moreira, F. T., Callou, R. C., Albuquerque, G. A., & Oliveira, R. M. (2019). Estratégias de Comunicação Efetiva no Gerenciamento de comportamentos destrutivos e promoção da segurança do Paciente. *Revista Gaúcha De Enfermagem*, 40(spe). <https://doi.org/10.1590/1983-1447.2019.20180308>
- N. Himuro, N. Kozuka, M. Mori, Measurement of family-centered care: Translation, adaptation, and validation of the measure of processes of care (MPOC-56 and -20) for use in Japan, *Child: Care, Health and Development*, Vol.39, No.3,358–365,2012.
- Navigasi Pasien Kanker (Napak) solusi Rendahnya Layanan Perawatan*. Kementerian Kesehatan Republik Indonesia. (n.d.). Retrieved September 8, 2022, from <https://www.kemkes.go.id/article/print/22041000001/navigasi-pasien-kanker-napak-solusi-rendahnya-layanan-perawatan.html>
- Neo, S. H.-S., Yang, G. M.-J., Kanesvaran, R., & Cheung, Y. B. (2019). Translation and validation of the 10-item FAMCARE scale to assess satisfaction of family caregivers with care given to cancer patients. *Journal of Pain and Symptom Management*, 58(5). <https://doi.org/10.1016/j.jpainsymman.2019.07.018>
- Nitzl, C., & Chin, W. W. (2017). The case of partial least squares (PLS) path modeling in managerial accounting. *Journal of Management Control*, 28(2), 137-156.

- Nitzl, C., & Chin, W. W. (2017). The case of partial least squares (PLS) path modeling in managerial accounting. *Journal of Management Control*, 28(2), 137-156
- Online library of quality, service improvement and redesign tools a ...* (n.d.). Retrieved September 9, 2022, from <https://www.med.unc.edu/ihqi/wp-content/uploads/sites/463/2021/01/A-Model-for-Measuring-Quality-Care-NHS-Improvement-brief.pdf>
- Perawatan Paliatif*. ICCC. (n.d.). Retrieved September 8, 2022, from <https://iccc.id/perawatan-paliatif?lang=en>
- Pérez-Stabel, E. J., & El-Toukhy, S. (2018). Communicating with diverse patients: how patient and clinician factors affect disparities. *Patient education and counseling*, 101(12), 2186-2194.
- Persi. (n.d.). Retrieved September 8, 2022, from https://persi.or.id/wp-content/uploads/2020/11/data_statistikrs.htm
- Pilny, A.; and Mennicken, R. Does hospital reputation influence the choice of hospital? *Ruhr Economic Paper*, 516 (2014), 4-50
Read "delivering high-quality cancer care: Charting a new course for a system in crisis" at nap.edu. Front Matter | Delivering High-Quality Cancer Care: Charting a New Course for a System in Crisis | The National Academies Press. (n.d.). Retrieved September 9, 2022, from <https://nap.nationalacademies.org/read/18359/chapter/1>
- Rindova, V.P.; and Fombrun, C.J. Constructing competitive advantage: The role of firm-constituent interactions. *Strategic Management Journal*, 20,8(1999), 691-710.
- Ringle, C. M., & Sarstedt, M. (2016). Gain more insight from Your PLS-SEM Results: The importance-performance map analysis. *Industrial Management & Data Systems*, 116(9), 1865-1886.
- Ringle, C. M., Sarstedt, M., Mitchell, R., & Gudergan, S. P. (2015). Partial least squares structural equation modeling in HRM research. *The International Journal of Human Resource Management*, 31(12), 1617-1643.
- Ringle, C. M., Sarstedt, M., Mitchell, R., & Gudergan, S. P. (2020). Partial least squares structural equation modeling in HRM research. *The International Journal of Human Resource Management*, 31(12), 1617-1643
- Rokom. (2022, February 9). *Kanker Payudara Paling Banyak di Indonesia, Kemenkes Targetkan pemerataan Layanan Kesehatan*. Sehat Negeriku. Retrieved September 8, 2022, from

<https://sehatnegeriku.kemkes.go.id/baca/umum/20220202/1639254/kanker-payudaya-paling-banyak-di-indonesia-kemenkes-targetkan-pemerataan-layanan-kesehatan>

- Rozenblum, R.; and Bates, D.W. Patient-centered healthcare, social media and the internet: The perfect storm? *BMJ Quality & Safety*, 22 (2013), 183-186.
- Ryff, C. D., & Keyes, C. L. (1995). The structure of psychological well-being revisited. *Journal of Personality and Social Psychology*, 69(4), 719–727
- Ryff, C. D., & Singer, B. H. (2008). Know thyself and become what you are: A eudaimonic approach to psychological well-being. *Journal of Happiness Studies*, 9(1), 13–39. <http://doi.org/10.1007/s10902-006-9019-0>
- Sarstedt, M., Hair, J. F., Pick, M., Liengard, B. D., Radomir, L., & Ringle, C. M. (2022). Progress in partial least squares structural equation modeling use in marketing research in the last decade. *Psychology & Marketing*, 39(5), 1035-1064.
- Sarstedt, M., Ringle, C. M., & Hair, J. F. (2021). Partial least squares structural equation modeling. In C. Homburg, M. Klarmann, & A. E. Vomberg (Eds.), *Handbook of Market Research* (pp. 1-47). Springer International Publishing
- Sarstedt, M., Ringle, C. M., Cheah, J.-H., Ting, H., Moisescu, O. I., & Radomir, L. (2020b). Structural model robustness checks in PLS- SEM. *Tourism Economics*, 26(4), 531-554.
- Schenker, Y., Stewart, A., Na, B., & Whooley, M. A. (2009). Depressive symptoms and perceived doctor-patient communication in the Heart and Soul study. *Journal of general internal medicine*, 24(5), 550-556.
- Shin, D.W.; Cho, J.; Yang, H.K.; Kim, S.Y.; Lee, S.; Nam, E.J.; Chung, J.S.; Im, J.S.; Park, K.; and Park, J.H. Physicians' attitudes towards the media and peer-review selection of the "best cancer doctor": Comparison of two different selection methods. *BMJ Open*, 8, 5 (2018), e019067
- Shmueli, G., Sarstedt, M., Hair, J. F., Cheah, J., Ting, H., Vaithilingam, S., & Ringle, C. M. (2019). Predictive model assessment in PLS-SEM: Guidelines for using PLSpredict. *European Journal of Marketing*, 53(11), 2322-2347
- Simons, G., & Baldwin, D. S. (2021). A critical review of the definition of 'wellbeing for doctors and their patients in a post Covid-19 era. *International Journal of Social Psychiatry*, 67(8), 984-991
- SkyInside. (2019). Get Well Sooner: How to Enhance Patient WellBeing. SkyInside UK <https://skyinsideuk.com/2019/09/get-well-sooner-how-to-enhance-patient-wellbeing/>

- Srivastava, S., & Prakash, G. (2019). Care coordination in the health-care service delivery: An elderly care perspective. *Journal of Indian Business Research*, 11(4), 388–404. <https://doi.org/10.1108/jibr-09-2018-0235>
- Snyderman, A.N.L.; Fortier, E.; Li, D.G.; and Chimonas, S. What do patients want to know when selecting a hospital for cancer care? *Journal of Clinical Oncology*, 36, S15 (2018), e18810–e18810.
- Ullrich, A., Ascherfeld, L., Marx, G., Bokemeyer, C., Bergelt, C., & Oechsle, K. (2017). Quality of life, psychological burden, needs, and satisfaction during specialized inpatient palliative care in family caregivers of advanced cancer patients. *BMC palliative care*, 16(1), 1-10.
- Wentlandt K, Seccareccia D, Kevork N, Workentin K, Blacker S, Grossman D, *et al.* Quality of Care and Satisfaction with Care on Palliative Care Units. *J Pain Symptom Manage*. 2016;51(2):184–92
- Windi, Y. K., Harnani, B. D., & Asnani, A. (2022). Patient-perceived indicators as a basis for satisfaction assessment of Healthcare. *International Journal of Public Health Science (IJPHS)*, 11(2), 687.
- World Health Organization. (n.d.). *Cancer*. World Health Organization. Retrieved August 17, 2022, from <https://www.who.int/news-room/fact-sheets/detail/cancer>
- Yahanda, A.T.; Lafaro, K.J.; Spolverato, G.; and Pawlik, T.M. A systematic review of the factors that patients use to choose their surgeon. *World Journal of Surgery*, 40,1(2016), 45–55.
- Ziemba, J. B., Arenberg, S., Reustle, H., Allaf, M. E., & Haldeman, D. (2019). Consumers' association of hospital reputation with healthcare quality. *The Journal for Healthcare Quality (JHQ)*, 41(4), 251-258.