

## ABSTRAK

**Latar belakang:** Navigasi pasien kanker merupakan proses bantuan terkoordinasi yang membantu pasien mengatasi hambatan untuk mendapatkan akses perawatan kanker tepat waktu dan berkualitas. Meskipun demikian, penelitian yang menjelaskan mengenai perancangan sistem navigasi pasien yang efektif masih terbatas.

**Tujuan:** Memperoleh gambaran kesiapan sistem navigasi pasien kanker di RS Kanker Dharmais dari aspek kebijakan pimpinan, ketersediaan sumber daya, serta menilai tingkat pengetahuan navigator.

**Metode:** Studi kasus di RS Kanker Dharmais pada bulan Agustus hingga November 2022. Dilakukan wawancara mendalam terhadap 13 informan yang terlibat dalam perancangan sistem navigasi pasien kanker. Data kualitatif dianalisis dengan analisis tematik. Data kuantitatif didapatkan dari observasi lapangan dan telaah dokumen menggunakan modifikasi *check list* kesesuaian praktik perancangan navigasi pasien kanker standar *American Cancer Society*, serta kuesioner tertutup untuk menilai tingkat pengetahuan delapan orang navigator.

**Hasil:** Keempat komponen kesiapan dari aspek kebijakan pimpinan sesuai dengan standar. Dua dari tujuh komponen ketersediaan sumber daya tidak sesuai, yaitu inkonsistensi monitoring pasien dan ketersediaan SPO yang sudah disahkan. Satu komponen yang tidak sesuai dari segi navigator adalah terkait proses rekrutmen navigator yang subjektif. Sedangkan tingkat pengetahuan kandidat navigator pasien sebesar 35,12%, masuk dalam kategori Baik.

**Kesimpulan:** Terdapat 15 komponen yang mewakili 3 aspek perancangan, namun hanya aspek kebijakan pimpinan yang terpenuhi seluruhnya. Penguatan monitoring pasien, pengesahan SPO kegiatan dan adanya proses perekrutan navigator yang terbuka dan objektif dapat memperbaiki pengembangan sistem navigasi.

**Kata kunci:** navigasi pasien, kanker, kesinambungan pelayanan.

## ABSTRACT

**Background:** Cancer patient navigation is a coordinated assistance process that assists patients in overcoming barriers to timely and high-quality cancer care. Nonetheless, research on the design of an effective patient navigation system is still scarce.

**Objectives:** To obtain an overview of the Dharmais Cancer Hospital's navigation system readiness in terms of leadership policy, resource availability, and assessing navigator knowledge level.

**Method:** A case study at the Dharmais Cancer Hospital from August to November 2022. In-depth interviews were conducted with 13 informants involved in designing a cancer patient navigation system. Qualitative data were analyzed by thematic analysis. Quantitative data were obtained from observations and document reviews using a checklist of conformity modifications to American Cancer Society standard cancer patient navigation design practices, as well as a closed questionnaire to assess the knowledge level of eight navigators.

**Results:** There are 15 components in total, each representing a different aspect of the design. The standards define four components that represent the leadership policy standpoint. All four requirements are met. Inconsistency in patient monitoring and the availability of approved SOPs were two of the seven resource availability components that were ineffective. The subjective navigator recruitment process is one component that is unsuitable from the perspective of a navigator. The patient navigator candidate's knowledge level is 35.12 percent, which is considered "good."

**Conclusion:** Only the leadership and policy aspects are fully met out of the 15 components representing three aspects of the design. Patient monitoring, ratification of activity SOPs, and the presence of an open navigator healing process and goals can all help to improve navigation system development.

**Keywords:** Patient navigation, cancer, continuity of care