

## DAFTAR PUSTAKA

- Adams, K. T., Walker, A. D., Searson, E., Yosaitis, J., Owens, R., & Satler, L. (2017). Improving Patient Satisfaction Using a Video-Based Patient Education Platform. In C. Stephanidis (Ed.), *HCI International 2017 -- Posters' Extended Abstracts* (pp. 217–224). Springer International Publishing.
- Agarwal, A., Borley, Neil R., & McLatchie, Greg. (2017). *Oxford Handbook of Operative Surgery* (3rd ed.). Oxford University Press. [https://www.google.co.id/books/edition/Oxford\\_Handbook\\_of\\_Operative\\_Surgery/tIM8DwAAQBAJ?hl=id&gbpv=1&dq=google+book+mastectomy+medical+book&printsec=frontcover](https://www.google.co.id/books/edition/Oxford_Handbook_of_Operative_Surgery/tIM8DwAAQBAJ?hl=id&gbpv=1&dq=google+book+mastectomy+medical+book&printsec=frontcover)
- Amartani, D., Nurany, F., & Hidayatulloh, B. (2020). Vehicle Registration Online Service at The One-Stop Administration Services Office of South Surabaya. *Prosiding ICSMR*, 1(1), 197–209.
- Ariani, S. (2015). *Stop Kanker*. Istana Media.
- Arsyad, A. (2011). *Media Pembelajaran*. Raja Grafindo Persada.
- Arafah, A. B. R., & Notobroto, H. B. (2018). Faktor Yang Berhubungan Dengan Perilaku Ibu Rumah Tangga Melakukan Pemeriksaan Payudara Sendiri (Sadari). *The Indonesian Journal of Public Health*, 12(2), 143. <https://doi.org/10.20473/ijph.v12i2.2017.143-153>
- Batubara, H. H., & Ariani, D. N. (2016). *Pemanfaatan Video sebagai Media Pembelajaran Matematika SD/MI*. *Muallimin*, 2(1), 47–66.
- Cindy Heben, C. H., Rani Lisa Indra, R. L. I., & Susi Erianti, S. E. (2021). Gambaran penerapan Discharge planning pada pasien post mastektomi untuk mencegah terjadinya limfedema. *Jurnal Keperawatan Hang Tuah (Hang Tuah Nursing Journal)*, 1(1), 63–73. <https://doi.org/10.25311/jkh.vol1.iss1.337>
- Denny, M. C., Vahidy, F., Vu, K. Y. T., Sharrief, A. Z., & Savitz, S. I. (2017). Video-based educational intervention associated with improved stroke literacy, self efficacy, and patient satisfaction. *PLoS ONE*, 12(3), 1–12. <https://doi.org/10.1371/journal.pone.0171952>
- Effendy, N. (1998). *Dasar-Dasar Keperawatan Kesehatan Masyarakat* (2nd ed.). EGC.
- Gerson, R. (2004). *Mengukur kepuasan pelanggan*. PPM.
- Globocan World Health Organization. (2021). *The Global Cancer Observatory (GCO)*.
- Kemendes RI. (n.d.). *Panduan Penatalaksanaan Kanker Payudara*.
- Kotler, Philip dan Keller, K. L. (2009). *Manajemen Pemasaran* (13th). Erlangga.
- Kotler, P. (2002). *Manajemen Pemasaran : Analisis Perencanaan, Implementasi dan Kontrol*

- Kusnanto. (2018). Perilaku Caaring Perawat Profesional. In *Univeristas Airlangga* (Vol. 4, Issue 1).
- Lemeshow, S., & Levy, P.S. (1997). *Sampling of Populations: Methods and Applications*, (3 rd ed.). Wiley-Interscience.
- M.J.Langeveld. (1995). *Pengertian Edukasi*.
- Manuaba, T. (Ed.). (2010). *Panduan Penatalaksanaan Kanker Solid*. CV Sagung Seto.
- Mayer, Richard Moreno, Roxana. (2003, March 1). *Nine Ways to Reduce Cognitive Load in Multimedia Learning*, 38, 43-52. 10.1207/S15326985EP3801\_6
- Maulana, Heri, d.j. (2009). *Promosi Kesehatan*. Penerbit Buku Kedokteran EGC.
- Mubarak. (2007). *Promosi Kesehatan Sebuah Pengamatan Proses Belajar Mengajar dalam Pendidikan*. Graha Ilmu.
- Muhsinin, S. Z., Kusumawardani, D., Nahdlatul, U., & Mataram, W. (2015). Pengaruh Pemberian Video Edukasi Terhadap Keterampilan. *Jurnal Penelitian Dan Kajian Ilmiah Kesehatan, Volume 6.*, 209–214.
- Mulyati, Susanti, E., Aryati, S., Mardhotillah, E., Maftukhah, Sulistyowati, G., Indrayati, N., & PH, L. (2020). Level of Patient Satisfaction in Receiving Service Nursing Care. *Jurnal Keperawatan, 12*(1), 57–62.
- Munir. (2013). *MULTIMEDIA dan Konsep Aplikasi Dalam Pendidikan*. AlfaBeta.
- Molina-mula, J., & Gallo-estrada, J. (2020). Impact of nurse-patient relationship on quality of care and patient autonomy in decision-making. *International Journal of Environmental Research and Public Health, 17*(3). <https://doi.org/10.3390/ijerph17030835>
- Nadiva, D., & Muafiro, A. (2019). Deskripsi perkembangan keadaan luka kanker payudara post mastektomi setelah perawatan luka. *Jurnal Keperawatan, XII*(1), 49–56.
- Navarro, O., Escrivá, M., Faubel, R., & Traver, V. (2021). Empowering Patients Living With Chronic Conditions Using Video as an Educational Tool: Scoping Review. *Journal of Medical Internet Research, 23*(7), E26427. <https://doi.org/https://doi.org/10.2196/26427>
- Nurhafizah. (2020). *Pengaruh program edukasi pasien dan keluarga terhadap kepuasan pasien di ruang rawat inap rumah sakit sarah medan*. 1–131.
- Nursalam. (2014). *Manajemen Keperawatan Aplikasi dalam Praktik Keperawatan* (4th ed.). Salemba Medika.
- Nursalam. (2016a). *Manajemen keperawatan aplikasi dalam praktik keperawatan profesional* (5th ed.). Salemba Medika.

- Nursalam. (2016b). *Metodologi Penelitian Ilmu Keperawatan Pendekatan Praktis*. (4th ed.). Salemba Medika.
- Pohan. (2006). *Jaminan Mutu Layanan kesehatan: dasar-dasar pengertian dan penerapan*. Buku Kedokteran EGC.
- Pohan. (2007). *Jaminan mutu layanan kesehatan*. EGC.
- Potter, A.P., & P. G. A. (2012). *Fundamental of Nursing: concepts, process, and practice*. Jakarta:EGC.
- Publications, O. M. (2017). Oxford Handbook of Operative Surgery. *Oxford Medical Handbooks Ser.*, 1041. [http://search.proquest.com.ezp.lib.unimelb.edu.au/docview/2148413015?accountid=12372%0Ahttp://sfx.unimelb.hosted.exlibrisgroup.com/sfxlcl41?url\\_ver=Z39.88-2004&rft\\_val\\_fmt=info:ofi/fmt:kev:mtx:book&genre=book&sid=ProQ:Ebook+Central&title=&title=Oxford+Ha](http://search.proquest.com.ezp.lib.unimelb.edu.au/docview/2148413015?accountid=12372%0Ahttp://sfx.unimelb.hosted.exlibrisgroup.com/sfxlcl41?url_ver=Z39.88-2004&rft_val_fmt=info:ofi/fmt:kev:mtx:book&genre=book&sid=ProQ:Ebook+Central&title=&title=Oxford+Ha)
- Ramli, A. H. (2019). Patient Satisfaction, Hospital Image and Patient Loyalty in West Sulawesi Province. *Business and Entrepreneurial Review*, 17(1), 1–14. <https://doi.org/10.25105/ber.v17i1.5088>
- Ramya, N. (2019). *SERVICE QUALITY AND ITS DIMENSIONS*. February.
- Satrianegara. (2014). *Satrianegara, M. Fais. Organisasi dan Manajemen Pelayanan Kesehatan Teori dan Aplikasi dalam Pelayanan Puskesmas dan Rumah Sakit*. Jakarta : Salemba Medika, 2014. Salemba Medika.
- Sihombing, M., & Sapardin, A. N. (2014). Breast Tumor Risk Factors in Women Age 25-65 Years in Five Sub-Districts, Central Bogor District. *Journal of Reproductive Health*, 5(3), 175–184.
- Siwu, L., Savitri, W., & Hutasoit, M. (2014). *Pendidikan Kesehatan Berpengaruh Pada Tingkat Pengetahuan Klien Tentang Perawatan Pasca Operasi Kanker Payudara*. 3(1), 29–35.
- Soydas Yesilyurt, D., & Findik, U. Y. (2016). Informational Needs of Postmastectomy Patients. *Journal of Breast Health*, 12(4), 155–157. <https://doi.org/10.5152/tjbh.2016.3062>
- Wagman, R. J. (1996). *Medical and health encyclopedia*, J. G. 1,2 Ferguson. Publising Company New York.
- Widyanto, A. N. I., & Masykur, A. M. (2018). *Proses Penerimaan Diri pada Wanita yang Menjalani Mastektomi: Interpretative Phenomenological Analysis*. 11(2), 35–44.
- Wirawan, dkk, 2016, *Pengaruh tingkat pendidikan dan pengalaman kerja terhadap kinerja karyawan*, e-Journal Bisma Universitas Pendidikan Ganesha Manajemen Vol 4.