

# Strategies to Improve Nutrition Counseling Services for Diabetes Patients in Denpasar City Public Health Center

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**Abstract:** Nutrition counseling services for diabetics have been carried out in all Denpasar City Health Centers, but the implementation is not optimal because of the data from the Denpasar City Health Office in 2019, the coverage is still below 50 percent. The purpose of this study was to explore in depth the internal and external factors of the service, so that strategies could be formulated to improve nutritional counseling services for diabetics at the Denpasar City Health Center. This research is a qualitative research with an exploratory case study approach. The research location is in four public health centers in Denpasar City. Data obtained through in-depth interviews. The research informants were 12 people, selected by purposive sampling. Data were collected from January to March 2021. Strengths and service opportunities need to be maximized and service weakness factors need to be minimized so as not to reduce service quality. The strategy designed to improve nutrition counseling services is to improve the quality and quantity of human resources, complete the facilities and infrastructure for nutrition counseling services, innovate and disseminate services to the community, and improve communication and coordination with the Denpasar City Health Office.

**Keywords:** Strategy, nutrition counseling, diabetes mellitus

## 1. Background

Diabetes mellitus is a chronic and non-communicable disease that requires comprehensive treatment according to standards so that its complications can be prevented. WHO said that Indonesia ranks sixth out of the top ten countries with the largest diabetes.

Bali Province Health Profile data in 2019, Denpasar City has the highest prevalence of diabetes sufferers in Bali Province, namely 23.97% or a total of 14,487 people. Of the number of patients with 14,487 people, only 44.2% or a total of 6,405 people have received health services in accordance with the standards. so that it does not rule out the potential for complications without prevention.

## 2. Method

This research is a qualitative research with an exploratory case study approach. The research location is in four public health centers in Denpasar City. Data obtained through in-depth interviews. The research informants were 12 people, selected by purposive sampling. Data were collected from January to March 2021.

## 3. Research Result

In general, the characteristics of the informants used for the study were almost the same. This research produces three themes, namely: internal factors in the form of service strengths and weaknesses, external factors in the form of service opportunities and strategies used to improve services.

The strengths of nutritional counseling services for people with diabetes are human resources who are committed and

have the appropriate competence, there is funding, there are already facilities and infrastructure for nutrition counseling services, there are media information and socialization of nutrition counseling services and the existence of public health center activities that can be used for educational and nutritional counseling. Weaknesses that affect nutritional counseling services for diabetics are the limited number of officers, not optimal service coordination and conventional counseling service methods.

Opportunities that can be utilized in improving nutrition counseling services are access to health centers that are easily accessible by the community and the use of digital media for nutrition counseling services.

## 4. Conclusion

Strengths and service opportunities need to be maximized and service weakness factors need to be minimized so as not to reduce service quality. The strategy designed to improve nutrition counseling services is to improve the quality and quantity of human resources, complete the facilities and infrastructure for nutrition counseling services, innovate and disseminate services to the community, and improve communication and coordination with the Denpasar City Health Office.

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