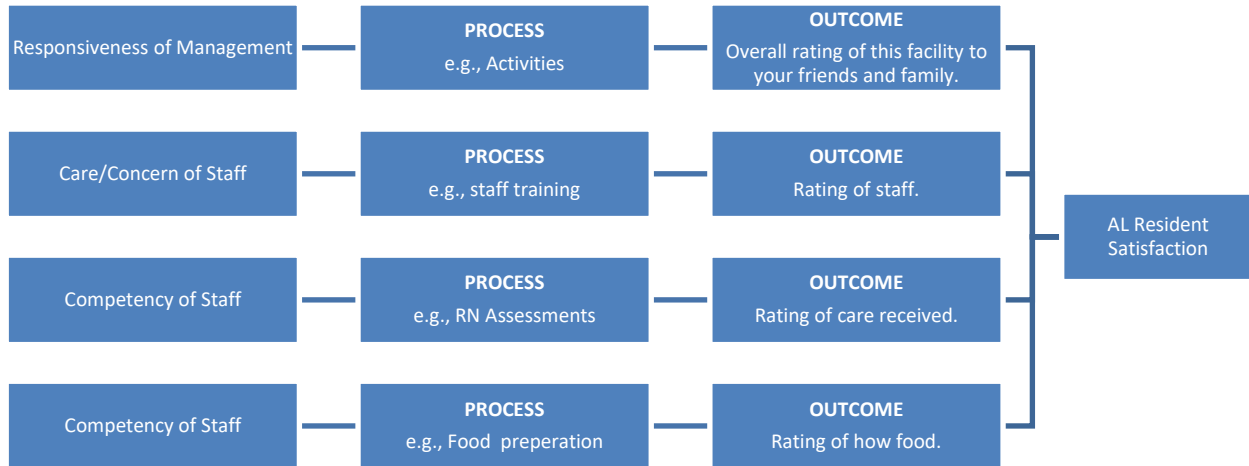


## 2.1 Attach Logic Model

AL resident satisfaction can be looked at as the outcome for a number of structures and processes within AL settings. Drivers for high satisfaction rates include competency of staff, care/concern of staff, and responsiveness of management (National Research Corporation, 2014).



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