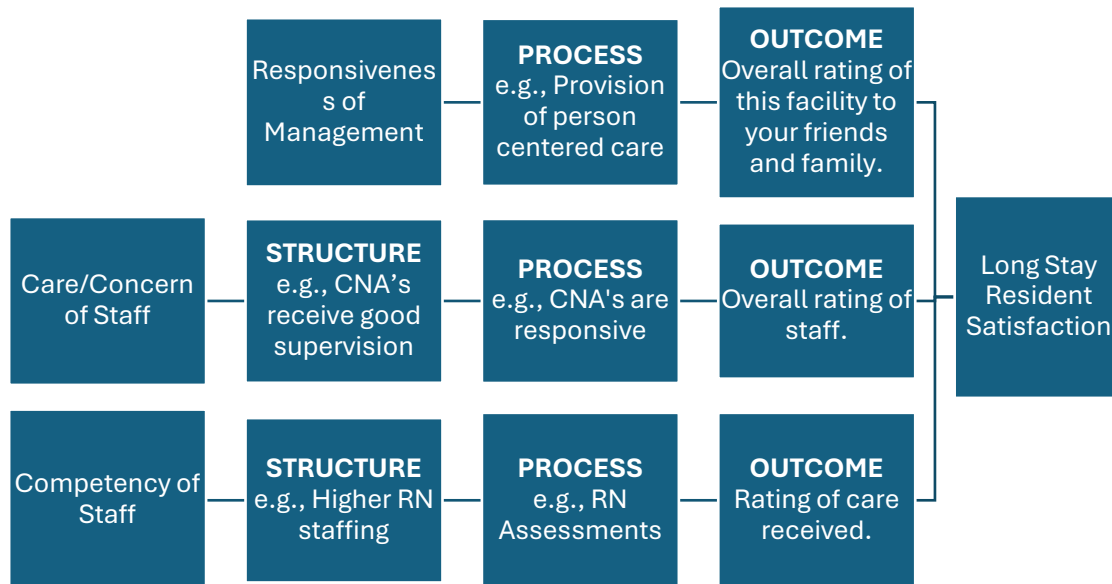


2.1 Logic Model

Satisfaction of long-stay residents can be looked at as the outcome for a number of structures and processes within skilled nursing care centers. Drivers for satisfaction include competency of staff, care/concern of staff, and responsiveness of management (National Research Corporation, 2014).



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The table below provides the structure and process drivers that influence long stay resident satisfaction.

Authors	Structure or Process and Driver of Long-Stay Satisfaction	Summary Statement showing structures, processes, interventions and services and influence long-stay resident satisfaction.	Citation
Kwon and Bowblis (2024)	Responsiveness of Management Care/concern of staff and competency of staff	NHs with higher family and resident satisfaction scores are associated with higher overall and health inspection ratings.	Kwon, J. H., & Bowblis, J. R. (2024). Association between nursing home Five-Star ratings and consumer satisfaction. <i>Journal of the American Medical Directors Association</i> , 25(12), 105322. https://doi.org/10.1016/j.jamda.2024.105322
Kwon et al. (2025)	Process Competency of staff	Lower Director of Nursing turnover is associated with higher satisfaction.	Kwon, J. H., Bowblis, J. R., Brunt, C. S., & Xu, H. (2025). Nursing home leadership turnover and its association with star ratings and consumer satisfaction. <i>Journal of the American Medical Directors Association</i> , 26(11), 105849. https://doi.org/10.1016/j.jamda.2025.105849
Li et al. (2021)	Structure Care/concern of staff	CNA's that give good supervision are more committed to staying in their jobs. This commitment in turn leads to positive relationships with resident and higher	Li, X., Dorstyn, D., Mpofu, E., O`Neill, L., Li, Q., Zhang, C., & Ingman, S. (2021). Nursing assistants and resident satisfaction in long-term care: A systematic review. <i>Geriatric Nursing</i> , 42(6), 1323–1331. https://doi.org/10.1016/j.gerinurse.2021.08.006

		resident satisfaction.	
Bhattacharyya et al. (2021)	Structure Responsiveness of management	Autonomy, environment, meaningful activities, and interpersonal quality of professionals as the most important predictors for the resident's satisfaction.	Bhattacharyya, K. K., Molinari, V., & Hyer, K. (2021). Self-Reported Satisfaction of Older adult residents in nursing Homes: development of a conceptual framework. <i>The Gerontologist</i> , 62(8), e442–e456. https://doi.org/10.1093/geront/gnab061
Poey et al. (2017)	Structure & Process Responsiveness of management and care/concern of staff	Implementation of person-centered care is associated with higher levels of satisfaction.	Poey, J. L., Hermer, L., Cornelison, L., Kaup, M. L., Drake, P., Stone, R. I., & Doll, G. (2017). Does Person-Centered Care improve residents' satisfaction with nursing home quality? <i>Journal of the American Medical Directors Association</i> , 18(11), 974–979. https://doi.org/10.1016/j.jamda.2017.06.007
Authors	Structure or Process and Driver of Long- Stay Satisfaction	Summary Statement showing structures, processes, interventions and services and influence long-stay resident satisfaction.	Citation
Hermer et al. (2018)	Process Competency of staff	Greater adoption of person-centered care is associated with lower prevalence of major depressive symptoms.	Hermer, L., Cornelison, L., Kaup, M. L., Poey, J. L., Drake, P. N., Stone, R. I., & Doll, G. A. (2018). Person-Centered care as facilitated by Kansas' PEAK 2.0 Medicaid Pay-for-Performance Program and Nursing Home resident clinical outcomes. <i>Innovation in Aging</i> , 2(3), igy033. https://doi.org/10.1093/geroni/igy033

Placido and Yansaneh (2025)	Process Competency of Staff	Using Press Ganey, nurses' years of service and nursing staff levels are associated with satisfaction.	Placido, G., & Yansaneh, A. A. (2025). Nursing staff levels, years of service and nationality diversity as predictors of patient satisfaction with nursing care: a retrospective analysis. <i>Journal of Research in Nursing</i> , 31(1–2), 65–79. https://doi.org/10.1177/17449871251384056
Bangerter et al. (2016)	Structure Responsiveness of management and care/concern of staff	There are positive associations between nursing home residents perceived choice and feelings of satisfaction with their care preferences being met.	Bangerter, L. R., Heid, A. R., Abbott, K., & Van Haitsma, K. (2016). Honoring the everyday preferences of nursing home residents: perceived choice and satisfaction with care. <i>The Gerontologist</i> , 57(3), 479–486. https://doi.org/10.1093/geront/gnv697

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