

ACT TEAM / PROVIDER CHARACTERISTICS									
How long have/had you worked in Assertive Community Treatment (ACT) settings?	<2 years 20% (11)	2-4 years 13% (7)	4-6 years 17% (9)	6-10 years 15% (8)	>10 years 35% (19)				
Provider full time equivalents (hours)	<0.375 (<15)	0.375-0.7 (15-28)	>0.7 (>28)	>=1.0 (>=40)					
What is/was your time commitment on an ACT team? Please provide an answer in terms of full time equivalents (FTE; i.e. 1.0, 0.68, etc.)	20% (11)	40% (22)	40% (22)	10% (18)					
What is/was the total amount of psychiatry on your ACT team? Please provide an answer in terms of FTE (i.e. 1.0, 0.68, etc.)	4% (2)	40% (22)	56% (31)	33% (18)					
In which state was your ACT team?	West 16% (9)	Midwest 18% (10)	South 13% (7)	Northeast 51% (28)	Canada 2% (1)				
Describe your ACT team's catchment area	Urban >1M 40% (22)	Urban 500k-999k 20% (11)	Urban <500k 18% (10)	Suburban 5% (3)	Rural 15% (8)	Other 2% (1)			
Which of the following applies to your ACT team? (affiliated with:)	Hospital 13% (7)	Not-for-profit 67% (37)	State/county/city 13% (7)	Other 7% (4)					
Indicate your ACT team's referral source(s): (check all that apply)	Acute inpatient 85% (47)	Long-term inpatient 69% (38)	Jail/prison 60% (33)	Outpatient 76% (42)	Shelter/homeless outreach 67% (37)	Other 20% (11)			
Does your ACT team's state issue court-mandated treatment orders (e.g. assisted outpatient treatment)?	Yes 75% (41)	No 25% (14)							
ACT PSYCHIATRIST DUTIES									
Do/ did you see patients primarily:	In the field 64% (35)	In the office 31% (17)	Via telepsychiatry 0% (0)	Other 5% (3)					
Do/ did you schedule your own visits / route?	Yes 70% (38)	No 30% (16)							
If you make/ made home visits, please describe your mode of transportation (check all that apply)	Personal vehicle 67% (36)	Agency vehicle 33% (18)	Public transport 28% (15)	Bicycle 6% (3)	Walking 33% (18)	Other 7% (4)			
How many team members generally travel(led) with you on home visits?	None 70% (38)	One 28% (15)	Two or more 0% (0)	Only students 2% (1)	No home visits 0% (0)				
How do/ did you complete your visit notes?	Mobile device at time of visit 13% (7)	Mobile device at home 25% (14)	Office computer 75% (41)	Paper charting 11% (6)	Other 7% (4)				
On your ACT Team, what clinical responsibilities do/ did you have in addition to psychiatric evaluations and medication management? (check all that apply)	Administering injectable medications 52% (28)	Primary care/ physical examination 17% (9)	Entitlements supports 43% (23)	Prior authorizations 63% (34)	Teaching and supervision 76% (41)	Other 26% (14)			
What support do/ did you provide when you are not "on duty"? (check all that apply)	Return team member calls/ email 93% (51)	Return patient calls 38% (21)	Return hospital/ external calls 75% (41)	Catch up on documentation 76% (42)	Prescription management 82% (45)	Coordinate team visits and tasks 22% (12)	No support when not on duty 2% (1)	Other 13% (7)	

Do/ did you have additional leadership responsibilities while working with the ACT team?	Primary/ sole leader of ACT team	Medical director of division	Medical director of agency	Other			
	19% (9)	25% (12)	21% (10)	44% (21)			
FACTORS AFFECTING QUALITY OF CARE							
During your time with ACT Team, what percentage of the time was your team understaffed?	Mean 58%	SD 32%	Range 0-100%				
Which of the following challenges have/ had a significant impact on quality of care: (check all that apply)	Lack of funding/ resources	Leadership deficits	Poor fidelity to the ACT model	Dysfunctional team dynamics	Travel time btw patients	Documentation requirements	Other
	40% (22)	33% (18)	22% (12)	36% (20)	35% (19)	36% (20)	42% (23)
Do/ Did you ever feel limited to be creative and flexible in treatment approach because of pressure to adhere to fidelity measures?	Yes	No					
	40% (22)	60% (33)					
TEAM RELATIONSHIPS							
How much does/did your team respect your opinions?	A great deal	A lot	A moderate amount	A little	None at all		
	65% (36)	15% (8)	15% (8)	2% (1)	4% (2)		
	1 star	2 stars	3 stars	4 stars	5 stars		
Rate your relationship with the team leader:	4% (2)	2% (1)	8% (4)	28% (15)	58% (31)		
Rate your relationship with agency leadership:	4% (2)	17% (9)	9% (5)	28% (15)	43% (23)		
Describe your overall satisfaction with your ACT work:	0% (0)	2% (1)	30% (16)	26% (14)	43% (23)		
HOW TO IMPROVE ACT (OPEN TEXT QUESTIONS)							
What changes might you suggest making to the ACT model or to how ACT teams are run?							
Any additional comments? Please do tell us as much about your ACT experience as you can.							
FOLLOW-UP SURVEY							
How many patients did your ACT team serve?	Mean 77	SD 23	Range 40-125				
How often did you feel unsafe working in the community? Please compare with how safe you feel working in clinic settings.	Never	Rarely	Sometimes	Usually	Always		
	10% (2)	47% (10)	38% (8)	5% (1)	0% (0)		
Have you ever been hurt working on an ACT team? If you feel comfortable doing so, please tell us about it.	No	Text response					
	80% (16)	20% (4)					
What do you like most about ACT work? Being:	part of a team	out in the field	creative	the patients	Other		
	33% (7)	24% (5)	14% (3)	24% (5)	5% (1)		
What would you tell a colleague who is considering ACT work?	(open text)						