

A Review of Consumer-provided Services on Assertive Community Treatment and Intensive Case Management Teams: Implications for Future Research and Practice

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A Review of Consumer-provided Services on Assertive Community Treatment and Intensive Case Management Teams: Implications for Future Research and Practice

[Wright-Berryman, Jennifer L.](#); [McGuire, Alan B.](#); [Salyers, Michelle P.](#)



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Abstract:

Background—Assertive community treatment (ACT) is an evidence-based practice that provides intensive, in vivo services for adults with severe mental illness. Some ACT and intensive case management teams have integrated consumers as team members with varying results. **Methods**—We reviewed the literature examining the outcomes of having consumer providers on case management teams, with attention devoted to randomized controlled trials (RCTs). **Results**—We

identified 16 published studies, including 8 RCTs. Findings were mixed, with evidence supporting consumer-provided services for improving engagement, and limited support for reduced hospitalizations. However, evidence was lacking for other outcomes areas such as symptom reduction or improved quality of life. Conclusion—Including a consumer provider on an ACT team could enhance the outreach mechanisms of ACT, using a more recovery-focused approach to bring consumers into services and help engage them over time. More rigorous research is needed to further evaluate integrating consumer providers on teams.

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