

Evaluation of Implementation Resources for ACT Teams:

Implications for System Transformation

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What is ACT?

- Multidisciplinary team
- For persons severe and persistent mental illness
- Client-centered assessment & treatment planning
- Primary provider of treatment, rehabilitation, & support
- Highly individualized services
- Services provided out of the office
- Continuous services
- Available 24 hours a day, 7 days a week

ACT has been widely endorsed

- **1996:** NAMI TA Center; model endorsement by families and consumers
- **1998:** Recommended by Schizophrenia PORT Study; identified as one of six EBPs by RWJ expert panel
- **1999:** Promoted by the U.S. Surgeon General; HCFA (now CMS) authorized ACT as a Medicaid-reimbursable service
- **2000-present:** Focus within the National Evidence-Based Practices Project, SAMHSA Toolkits, President's New Freedom Commission

ACT has been widely implemented

(NASMHPD, 2004)

- As of 2003, 41 (out of 48 responding) states reported providing ACT/ACT-like services
- In same year, 36 states funded or operated approximately 440 ACT/ACT-like programs
 - Range per state= 1(LA, OR, WA) to 72 (NY)
 - Median per state = 7 ACT programs

Various avenues of ACT implementation

National Efforts – Examples:

- *Manual for ACT Start-Up* (Allness & Knoedler, 2003)
- SAMHSA Toolkits
- Onsite consultation and training (e.g., NAMI ACT Technical Assistance Center)

State Efforts – Examples:

- ACT Center of Indiana
- Iowa Consortium for Mental Health
- Ohio Coordinating Center for ACT

Despite resources, implementation can still be tough...why?

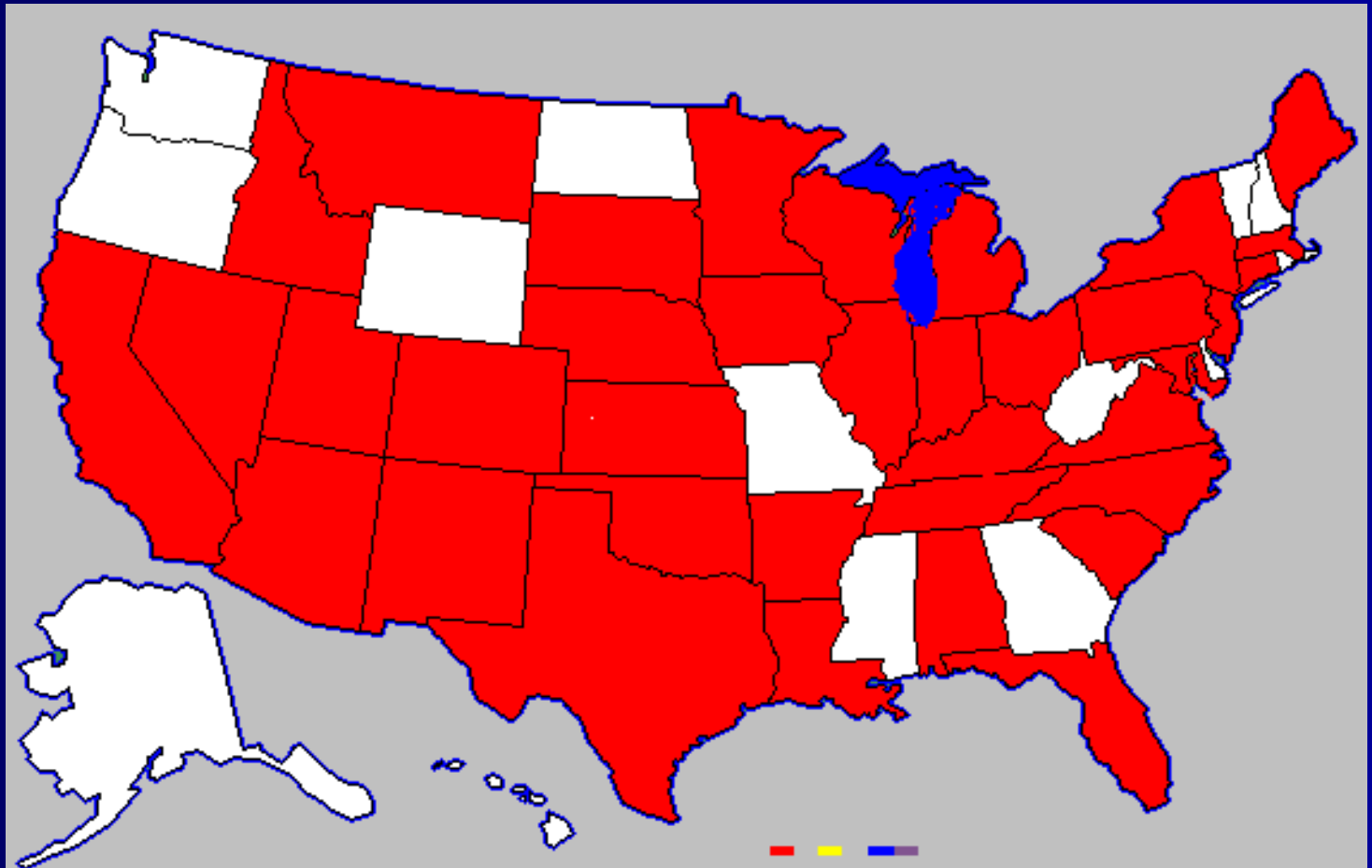
ACT Implementation Resources Survey

- Surveyed individuals across the U.S. involved in ACT implementation (n=231)
- Item development guided by experts and pilot testing (n=12)
- Administered via two national ACT listservs and email communication from a key national ACT consultant

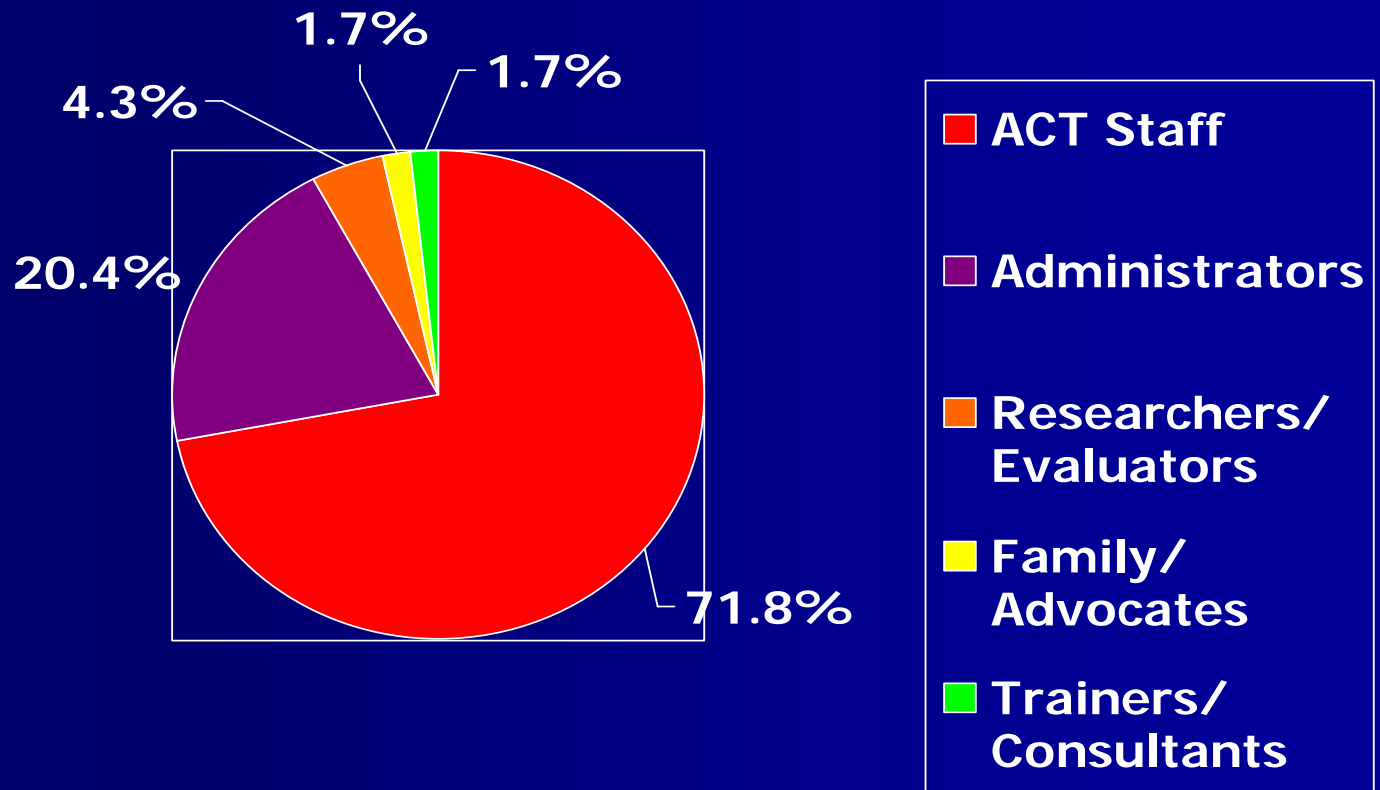
Survey questions

1. Do you know about or use the implementation resources available?
2. How helpful are these resources?
3. Is there anything missing in these resources?
4. Is specific training needed to effectively respond to challenging clinical situations?
5. Would it be helpful to have such resources available via computer-based application?

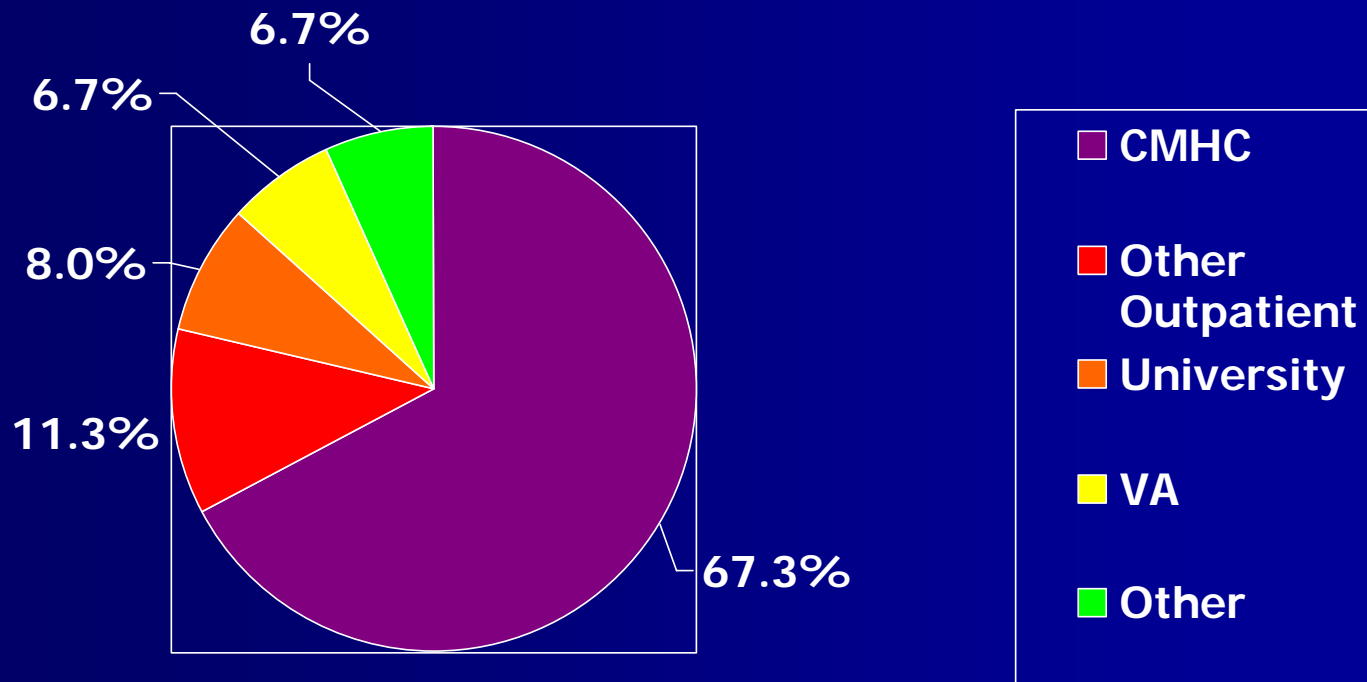
Sample represents 36 states – as well as UK, Canada, & Netherlands



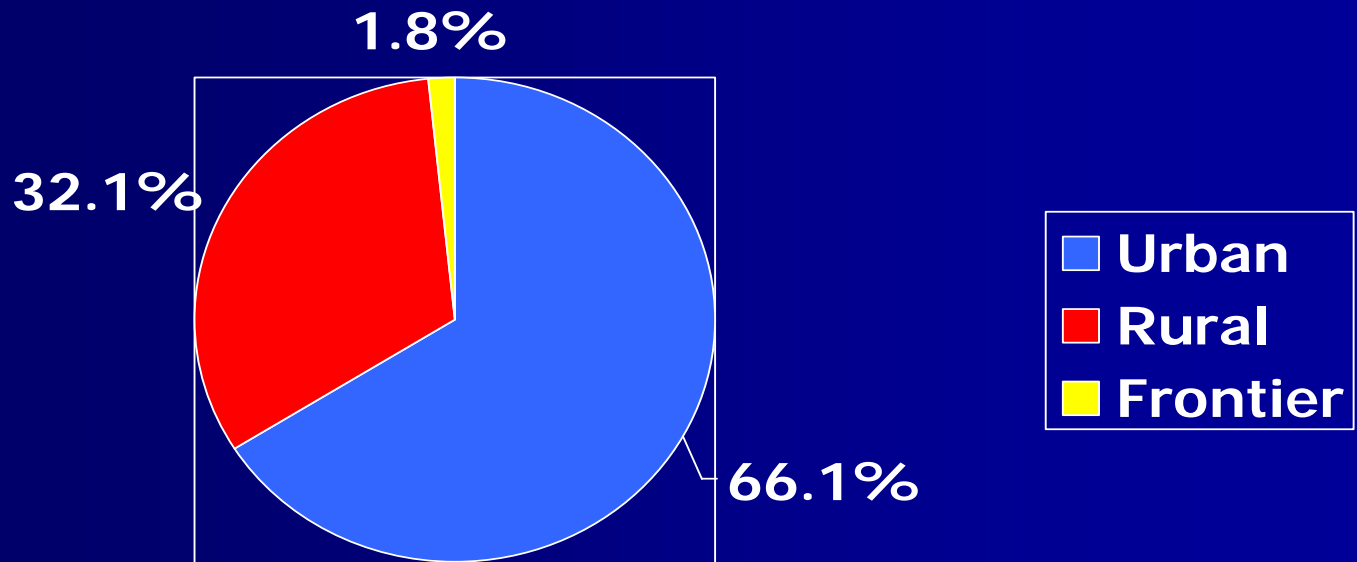
Respondent roles in implementation



ACT teams in a variety of settings



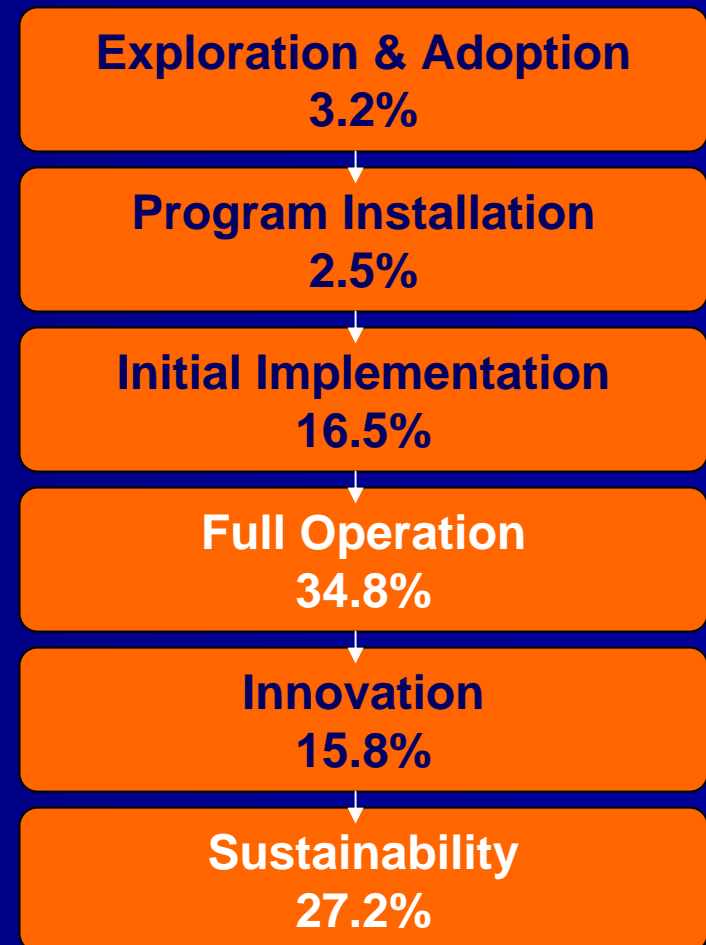
Most ACT respondents from urban teams



Stages of ACT implementation

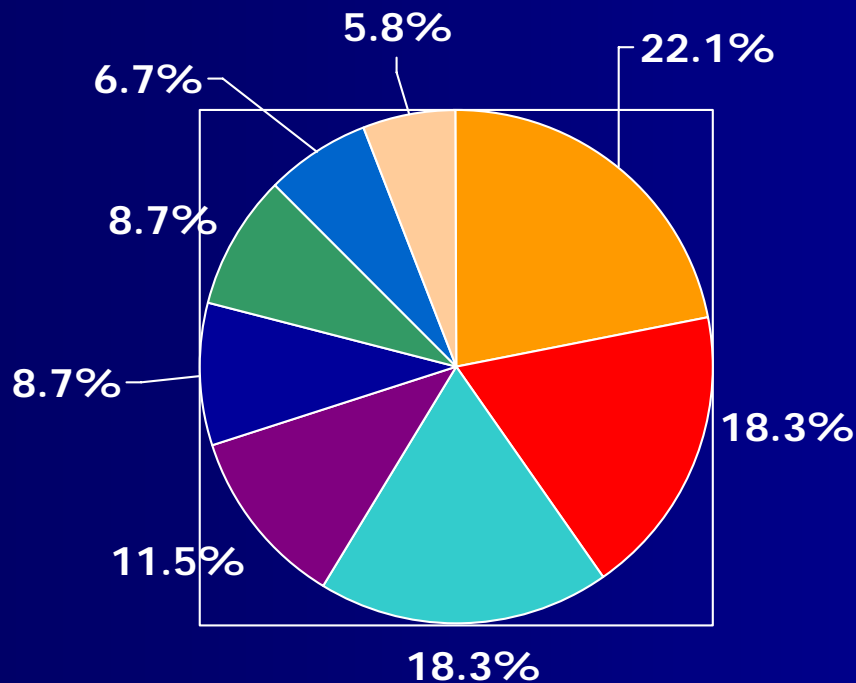
- Implementation spanned 33 yrs (1972 – 2005)
- Most respondents (53.4%) reported implementation since 2000

NIRN Stages of Implementation



What is missing in current implementation resources?

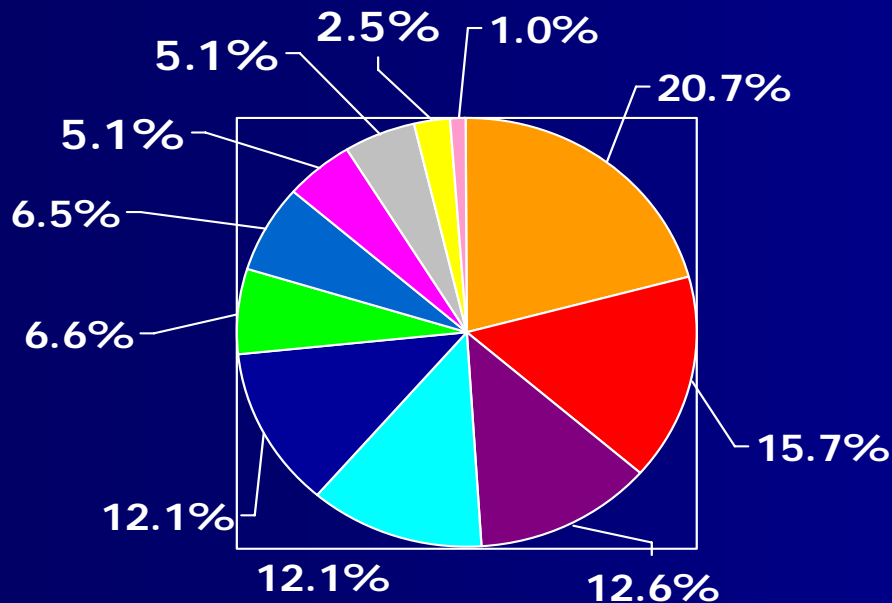
Preliminary Findings (n=104)



- Model consensus/ leadership
- No funding/ time
- More ACT training
- Consultation/ team mentoring
- Financing/ System Issues
- Recovery focus
- Clinical EBP training
- Other

What are the most challenging clinical situations ACT staff face?

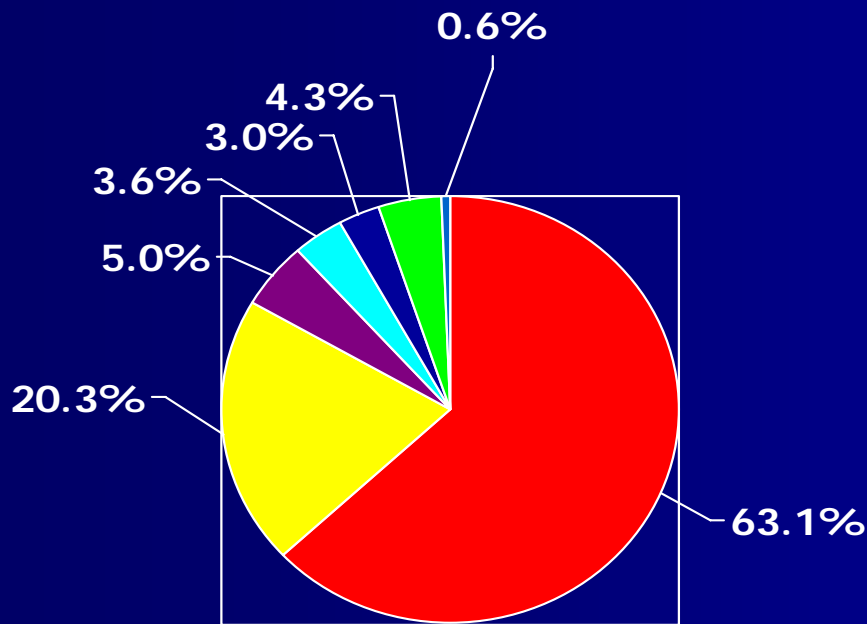
Preliminary Findings (n=198)



- Co-Occurring Disorders
- Axis II/ BPD
- Financial/ System Issues
- Complex & multiple problems
- Client resistance
- Crisis situations
- Staff safety
- Lack of experience/ Burnout
- Support vs. Dependence
- Behavioral problems
- Other

What training of ACT staff is needed to more effectively respond to these challenging clinical situations?

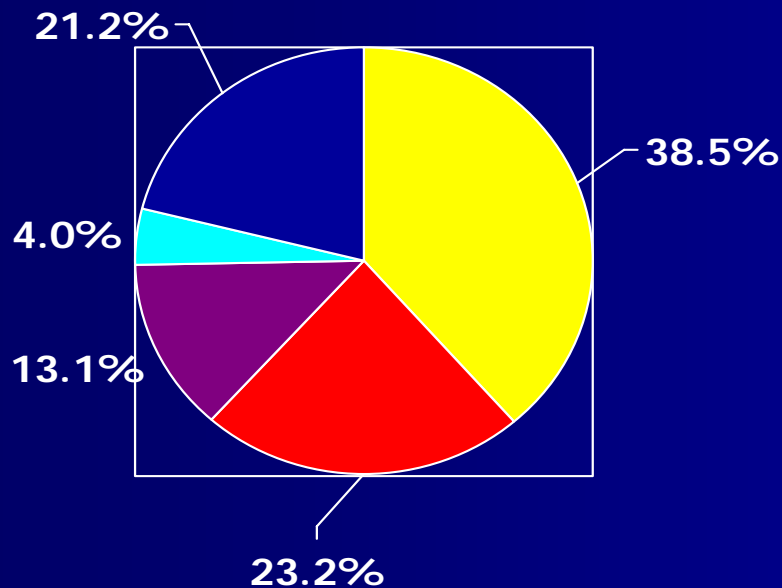
Preliminary Findings (n=164)



- Clinical EBP Training
- ACT Training
- Individualized Onsite Consultation
- Managing Crisis/Violence
- Cross-site Training
- Approaching Client Resistance
- Reducing Staff Burnout

Clinical EBP Training: A closer look

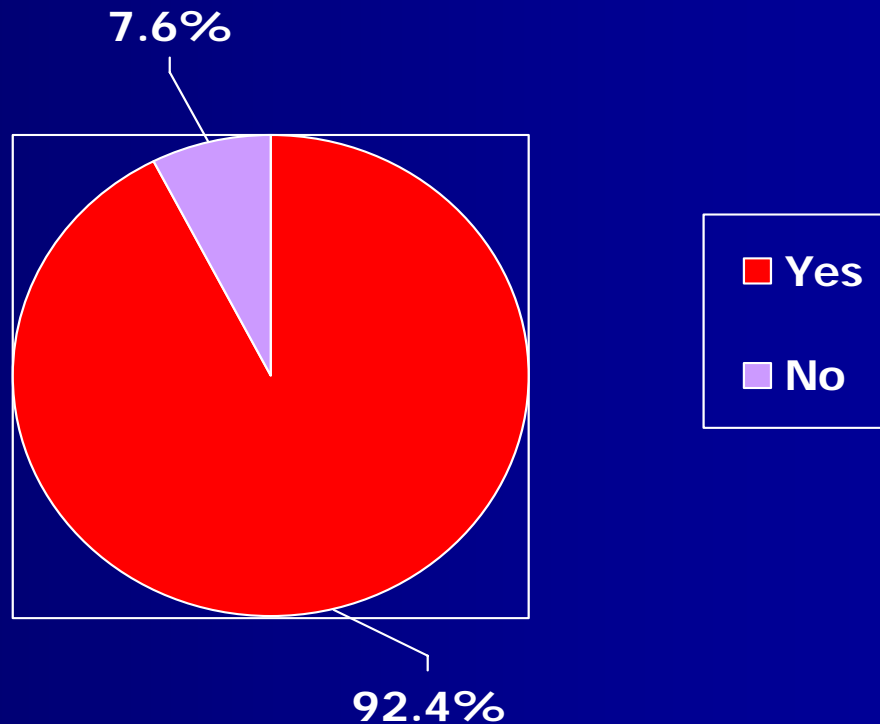
Preliminary Findings



- Treatment of Co-Occurring Disorders
- Dialectical Behavior Therapy/ CBT
- Illness Management & Recovery
- Vocational Approaches
- Other Psychiatric Rehabilitation

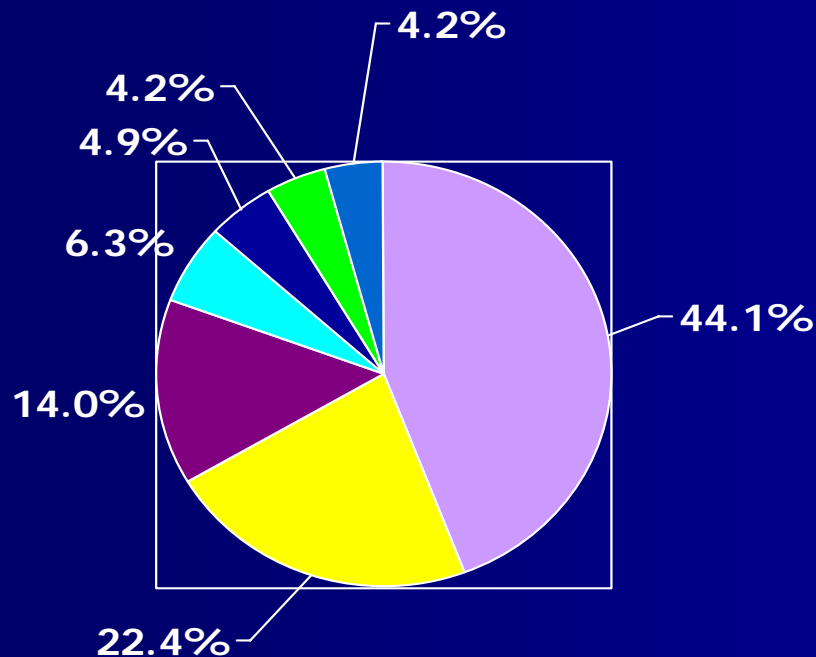
Would it be helpful to have ACT implementation resources accessible by computer?

Preliminary Findings
(n = 224)



Why would access by computer be helpful?

Preliminary Findings (n = 143)



- Easy/ Convenient
- Available anytime/ anywhere
- Centralized info/ communication
- Streamlines training
- Saves time/ cost
- Use along with other mechanisms
- We'll take all the help we can get

Conclusion

- ACT teams have a very tough job
- Great need for ongoing education, training, & consultation targeting:
 - Nuts & bolts of ACT
 - Client-centered, recovery-oriented approaches
 - Integration of other EBPs to target complex problems
- Technology will help/ aligns well with System Transformation goals
- Consumers and families play a critical role in moving forward from here...