**Table 1** Summary statistics for service use data

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| **Service use data item** | **Assertive Outreach** | **FACT** | **p-value** |
| N | 55 | 55 |  |
| Unique patients admitted; n (%) | 10 (18%) | 9 (16%) | 1.0 |
| Occupied bed days including leave; median, LQR-UQRa | 34  0-92 | 20  0-101 | 0.733 |
| Occupied bed days excluding leave; median, LQR-UQRa | 21  0-54 | 0  0-46 | 0.691 |
| Total bed days, inc leave | 850 | 712 |  |
| Used crisis service - CRHTT, n (%) | 15 (27%) | 13 (24%) | 0.824 |
| Number of crisis service - CRHTT days; median, LQR-UQRb | 0  0 - 23 | 0  0-22 | 0.856 |
| Total crisis service - CRHTT days | 321 | 386 |  |
| Missed appointments; % rate per person; median LQR-UQR | 4.4  1.9-9.9 | 7.4  2.8-11.6 | 0.117 |
| Number of face-to face contacts; mean (sd) | 90.3 (76.9) | 40.5 (31.2) | <0.001 |
| % of contacts face-to-face; mean (sd) | 95.6 (6.6) | 93.6 (6.7) | 0.158 |

a Based on 15 patients who were admitted in either one of the 2 years

b Based on 24 patients who were referred to CRHTT in either one of the 2 years