

**Appendix 1. Articles included in the concept analysis**

First author	Year	Country	Setting	Participants	Study design
Alegria	2018	USA	Outpatient/community	312 users (D, other), 74 clinicians	RCT
Ali	2015	USA	An electronic survey	29 professionals (psychiatrists, psychiatric residents)	Cross-sectional study
Aljumah	2015	Saudi Arabia	Outpatient/community	239 users (D)	RCT
An	2017	Korea	Inpatients	60 users (Sz)	Pretest–posttest design
Aoki	2019a	Japan	Outpatient/community	10 users (Sz, D, BD, other)	Qualitative research
Aoki	2019b	Japan	Outpatient/community	88 users (D, BD)	RCT
Bonfils	2018	USA	Outpatient/community	12 staff members (psychiatrist, peer specialist, other)	Qualitative research
Brooks	2017	UK	Outpatient/community	10 users taking antipsychotic drug, 10 carers, and 13 professionals (psychiatrists, nurses)	Qualitative research
Campbell	2014	USA	Outpatient/community	84 users (SMI)	Pretest–posttest control group design
Chong	2013a	Australia	Both outpatient and inpatient	31 professionals (psychiatrists, mental health nurses, other)	Qualitative research
Chong	2013b	Australia	Both outpatient and inpatient	31 professionals (psychiatrists, mental health nurses, other)	Qualitative research
De las Cuevas	2011	Spain	Outpatient/community	435 users taking psychotropic drugs	Cross-sectional study
De las Cuevas	2014	Spain	Outpatient/community	864 users (Sz, D, BD, other)	Cross-sectional study
Ehrlich	2017	Australia	Outpatient/community	32 users (Sz, BD, other)	Qualitative research
Eliacin	2015	USA	Outpatient/community	54 users (Sz, MD, other)	Qualitative research
Finnerty	2018	USA	Outpatient/community	1416 users (Sz, other)	Longitudinal study
Finnerty	2019	USA	Outpatient/community	543 users receiving specialty mental health services	Mixed methods
Fukui	2014	USA	Outpatient/community	191 consultations between users (Sz, other) and professionals (psychiatrists, nurse practitioners)	Cross-sectional study
Fukui	2015	USA	Outpatient/community	128 consultations between users (Sz, D, BD) and professionals	Cross-sectional study
Giacco	2018	UK	Outpatient/community	22 users (Sz, MD, other), 18 psychiatrists	Qualitative research
Goscha	2015	USA	Outpatient/community	12 users (SMI), 13 professionals (psychiatrist, nurses, social workers, other), 2 peer supporters	Qualitative research
Grim	2016	Sweden	Outpatient/community	22 users with psychiatric diagnosis	Qualitative research
Hamann	2011	Germany	Inpatient	61 users (Sz)	RCT
Hamann	2012	Germany	Distributed at an annual congress	238 psychiatrists	Cross-sectional study

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Hamann	2016	Germany	Both outpatient and inpatient	16 users (SMI), 17 psychiatrists	Qualitative research
Hamann	2017a	Germany	Both outpatient and inpatient	329 users (Sz, affective disorder)	Cross-sectional study
Hamann	2017b	Germany	Inpatient	264 users (Sz)	RCT
Hamera	2010	USA	Outpatient/community	98 consultations between users (Sz, D, BD, other) and professionals (psychiatrists, nurses)	Qualitative research
Ishi	2017	Japan	Inpatient	24 users (Sz)	RCT
Kivelitz	2018	Germany	Inpatient	24 users (affective disorder, other)	Qualitative research
Klausen	2017	Norway	Outpatient/community	25 users (SMI, other)	Qualitative research
Klingaman	2015	USA	Outpatient/community	228 users (SMI)	Cross-sectional study
Kreyenbuhl	2016	USA	Outpatient/community	65 users (first episode of psychosis)	Cross-sectional study
LeBlanc	2015	USA	Outpatient/community	301 users (D), 117 clinicians	RCT
Lovell	2018	UK	Outpatient/community	604 users (psychosis, Sz, BD, other), 90 carers	RCT
Luciano	2019	Italy	Outpatient/community	588 users (SMI), 213 professionals (psychiatrist, nurses, occupational therapists, social workers, clinical psychologists, others)	Longitudinal study
Lukens	2013	USA	Factorial survey	87 social workers working with adults with SMI	RCT
Mahone	2011	USA	Outpatient/community	24 users (SMI), 4 carers, 10 professionals (psychiatrist, nurse practitioner, other), 6 clinical staff	Qualitative research
Martin	2015	Canada	Both outpatient and inpatient	14 current users (Sz, other), 29 past users (Sz, other)	Qualitative research
Matthias	2012	USA	Outpatient/community	40 consultations between users (SMI) and professionals (psychiatrists, nurse practitioners)	Cross-sectional study
Matthias	2014	USA	Outpatient/community	63 consultations between users (Sz, MD, other) and professionals	Cross-sectional study
Matthias	2017	USA	Outpatient/community	63 consultations between users (Sz, MD, other) and professionals	Cross-sectional study
Mccabe	2013	UK	Outpatient/community	72 consultations between users (Sz, D) and professionals (psychiatrists)	Cross-sectional study
Metz	2018	Netherlands	Outpatient/community	200 users (MD, other)	RCT
Metz	2019	Netherlands	Outpatient/community	186 users (SMI)	RCT
Mikesell	2016	USA	Outpatient/community	14 users (SMI), 6 carers, 25 clinicians	Qualitative research
Nott	2018	UK	Both outpatient and inpatient	109 users (Sz, D, BD, other)	Cross-sectional study
Park	2014	USA	Outpatient/community	239 users (SMI)	Cross-sectional study

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Patel	2014	USA	Outpatient/community	15 professionals (nurse practitioners, psychiatrists, social workers, others)	Qualitative research
Paudel	2018	USA	Outpatient/community	21 users (SMI)	Cross-sectional study
Perestelo	2017	Spain	Outpatient/community	147 users (D)	RCT
Ramon	2017	UK	Outpatient/community	47 users (Sz, D, BD), 12 psychiatrists, 35 care coordinators	Mixed methods
Raue	2019	USA	Outpatient/community	202 users (D)	RCT
Sather	2019	Norway	Outpatient/community	10 users who had experienced transition into and out of inpatient services	Qualitative research
Schön	2018	Sweden	Both outpatient and inpatient	95 professionals (social workers, occupational therapists, clinical psychologists, nurses, psychiatrists, other)	Mixed methods
Shepherd	2014	UK	Both outpatient and inpatient	27 consultant psychiatrists	Qualitative research
Solberg	2014	USA	Outpatient/community	1168 users (D)	Cross-sectional study
Stacey	2016	UK	Inpatient	Both users and professionals	Qualitative research
Stead	2017	UK	Outpatient/community	47 users (SMI, other), 45 professionals (psychiatrists, nurses, occupational therapists, clinical psychologists, social workers, others), 2 peer supporters	Longitudinal study
Stein	2014	USA	Outpatient/community	122 users (taking psychotropic drugs)	Longitudinal study
Van der Krieke	2013	Netherlands	Outpatient/community	250 users (psychosis)	RCT
Velligan	2016	USA	Inpatient	10 users (SMI), 8 carers	Qualitative research
Verwijmeren	2018	Netherlands	Outpatient/community	81 consultations between users (BD) and professionals	Cross-sectional study
Woltmann	2010	USA	Outpatient/community	16 users (SMI)	Qualitative research
Woltmann	2011	USA	Outpatient/community	80 users (SMI, other), 20 social workers	RCT
Wright-Berryman	2017	USA	Outpatient/community	9 users (SMI), 5 professionals	Qualitative research
Yamaguchi	2017	Japan	Outpatient/community	53 users (Sz, D, BD, other)	RCT
Younas	2016	UK	Both outpatient and inpatient	15 mental health pharmacists	Qualitative research
Zaini	2018	Malaysia	Outpatient/community	11 users (D), 19 doctors	Qualitative research
Zisman-ilani	2019	USA	Inpatients	101 users (Sz, D, MD, other)	Pretest–posttest design

D: depression, Sz: schizophrenia, BD: bipolar disorder, SMI; severe mental illness, MD: mood disorder, RCT: randomized controlled trial