How did it go when you tried to put our plan into action?

- Would you say you did all of it, part of it, or none of it?

**If all or part of it:**

- What were the results? Did it help with the problem?
- When did you do it? How did you remind yourself?
- Did anyone else notice this change?

**If part of it, also ask:**

- What part were you able to do?
- How did you decide to do that part and not the other part?

**If none of it:**

- What got in the way?
- What do you think we need to do different this time?

*Figure 9.11.* Questions for assessing patient experience with plan implementation.