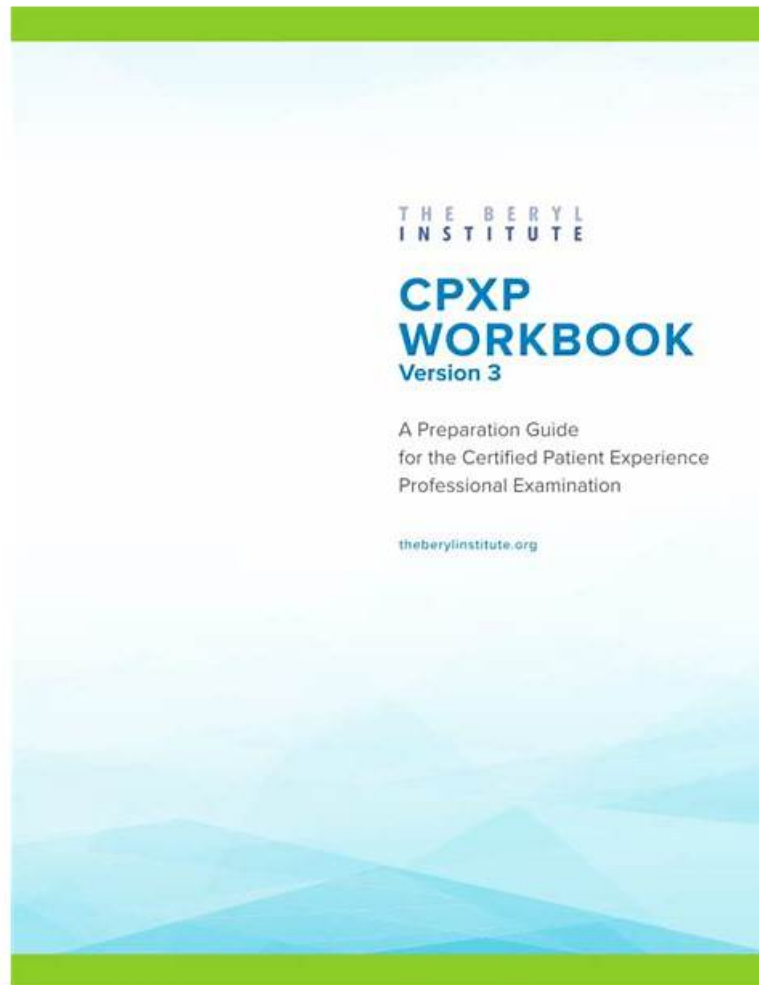


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The Beryl Institute CPXP Exam Syllabus Topics:

Section	Weight	Objectives
Partnership and Advocacy	29%	- Building partnerships with stakeholders - Engaging patient and family voices - Promoting person-centered care principles - Advocating for patient rights and values
Organizational Culture and Leadership	26%	- Advancing the profession and practice - Aligning governance and resources - Building supportive culture and capability - Leading experience strategy and vision

Design and Innovation	22%	- Evaluating impact of changes - Integrating experience into design - Innovating processes and services - Co-designing solutions with patients and families
Measurement and Analysis	23%	- Designing and implementing experience measurement - Analyzing and interpreting results - Collecting and validating feedback data - Reporting findings and driving improvement

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The Beryl Institute Certified Patient Experience Professional Sample Questions (Q29-Q34):

NEW QUESTION # 29

Which is the BEST method to motivate staff to make patient-centered changes?

- A. Read a patient complaint letter.
- **B. Invite a former patient to share his or her story.**
- C. Post organizational scores in the lobby.
- D. Post department and unit scores in the breakroom.

Answer: B

Explanation:

This question aligns with Organizational Culture and Leadership , particularly strategies to engage and inspire staff toward patient-centered care. CPXP principles emphasize the power of storytelling and emotional connection to drive meaningful change. Option B is the best answer because inviting a former patient to share their story creates a direct emotional impact , helping staff understand the human side of care and reinforcing purpose. This approach fosters empathy, reflection, and intrinsic motivation. Option A may raise awareness but often focuses on negative feedback, which can lead to defensiveness rather than inspiration. Options C and D rely on performance data, which are important for measurement but are less effective in motivating behavioral change . CPXP highlights that patient stories are one of the most powerful tools for influencing culture and sustaining engagement.

NEW QUESTION # 30

Which is a fundamental rule to follow when creating data illustrations?

- A. Maintain a ratio of 1:2 between the vertical and horizontal axes.
- B. Accompany the graph with a brief narrative description.
- C. Use plenty of text and special graphing features in order to clearly communicate to the reader.
- **D. Label everything appropriately so that the reader does not misinterpret the data.**

Answer: D

Explanation:

This question aligns with Measurement and Analysis , focusing on clear and effective data presentation. Option C is correct because a fundamental principle of data visualization is to ensure clarity and prevent misinterpretation . Proper labeling of axes, data points, legends, and titles ensures that the audience can accurately understand the information being presented. Without clear labeling, even accurate data can be misunderstood, leading to poor decision-making. Option A is helpful but not essential to the integrity of the visualization itself. Option B is not a standard rule in data visualization. Option D is incorrect because excessive text and visual elements can clutter the graphic and reduce clarity. CPXP principles emphasize that data should be

presented in a simple, clear, and actionable manner to support informed improvement efforts.

NEW QUESTION # 31

Which leadership action MOST supports a sustainable culture of patient experience improvement?

- A. Delegating all patient experience work solely to the patient relations department
- B. Reviewing patient experience scores privately at the executive level only
- C. Setting clear expectations, conducting regular leadership rounding, and acting on feedback with visible accountability
- D. Waiting to address recurring concerns during the annual strategic planning cycle only

Answer: C

Explanation:

This question belongs to Organizational Culture and Leadership because CPXP views leaders as central to shaping expectations, accountability, and the daily behaviors that sustain experience improvement. C is the best answer because it combines clear goals, active leadership presence, and follow-through on feedback. The Beryl Institute identifies accountable leadership with committed time and focused intent as a guiding principle for experience excellence, and its leadership resources describe leadership rounding as an essential practice for sustaining culture. Purposeful rounding also helps ensure that the voice of the patient is not only heard but acted on in a timely way. In contrast, A restricts transparency, B isolates ownership, and D delays action. Sustainable patient experience culture requires visible, shared, and ongoing leadership engagement.

NEW QUESTION # 32

What is an identified challenge to including patients, family members, and care partners in the co-design process?

- A. Reaffirming the value of the time one will invest in the effort
- B. Communicating the process objectives to patients
- C. Securing a diverse range of patients and experiences
- D. Creating the necessary incentive program for engagement

Answer: C

Explanation:

This question aligns with Design and Innovation, particularly co-design and human-centered improvement approaches. Option B is correct because one of the most recognized challenges in co-design is ensuring diverse and representative participation across different patient populations, backgrounds, and experiences.

CPXP principles emphasize that meaningful co-design requires inclusion of varied perspectives to avoid bias and ensure solutions meet the needs of all populations served. Recruiting diverse participants can be difficult due to barriers such as access, trust, language, and availability. While communication (A), incentives (C), and reinforcing value (D) are important considerations, they are more manageable operational elements. The greatest challenge lies in achieving equity and representation, which is essential for designing inclusive, effective, and patient-centered care experiences.

NEW QUESTION # 33

A nurse is tasked with looking into a patient grievance and reporting the findings to the patient advocacy department. What is the BEST way to get detailed information about what occurred?

- A. Conduct a Kaizen event.
- B. Read the patient's grievance.
- C. Interview the patient advocate.
- D. Go to the Gemba.

Answer: D

Explanation:

This question aligns with Measurement and Analysis, particularly root cause understanding and fact-finding.

Option A (Go to the Gemba) is correct because Lean and CPXP principles emphasize the importance of observing the actual environment where the event occurred to gather accurate, firsthand information.

"Gemba" means the real place, and going there allows the nurse to directly see workflows, interactions, and contextual factors that contributed to the grievance. This approach provides richer and more reliable insight than secondhand reports. Option B (Kaizen

event) is for improvement, not initial investigation. Option C (reading the grievance) offers limited, subjective information. Option D (interviewing the advocate) provides indirect insight. CPXP stresses that effective analysis begins with direct observation and understanding of real conditions to ensure accurate conclusions and meaningful improvements.

NEW QUESTION # 34

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