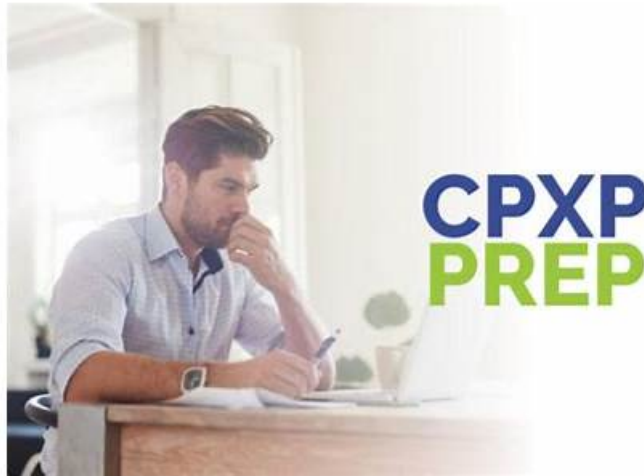


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The Beryl Institute Certified Patient Experience Professional Sample Questions (Q66-Q71):

NEW QUESTION # 66

Which statement is TRUE about transformational leadership?

- A. It promotes compliance with existing organizational goals through supervision.
- B. It is especially effective under strict timelines and resource constraints.
- **C. It focuses on increasing employee motivation and engagement.**
- D. It is task- and outcome-oriented.

Answer: C

Explanation:

This question aligns with Organizational Culture and Leadership, specifically leadership styles that influence patient experience culture. Transformational leadership focuses on inspiring, motivating, and engaging employees to achieve a shared vision and drive meaningful change. CPXP emphasizes that improving patient experience requires leaders who empower staff, foster emotional connection to purpose, and encourage innovation, all of which are hallmarks of transformational leadership. Option D accurately

reflects this by highlighting motivation and engagement. In contrast, Options A, B, and C describe more transactional or directive leadership styles, which focus on tasks, compliance, and short-term outcomes rather than long-term cultural transformation. Transformational leaders build trust, inspire commitment, and create an environment where staff feel valued and motivated to deliver exceptional patient-centered care.

NEW QUESTION # 67

Which qualitative research method helps provide the BEST understanding of patients' experiences when a design thinking approach is used?

- A. Organizational policy
- B. Research articles
- C. Case studies
- **D. Focus groups**

Answer: D

Explanation:

This question aligns with Design and Innovation, particularly human-centered design and qualitative research methods. Option A (Focus groups) is correct because design thinking emphasizes deep empathy and understanding of user experiences, which is best achieved through interactive, discussion-based methods.

Focus groups allow participants to share stories, reflect on experiences, and build on each other's insights, providing rich, contextual understanding of patient needs and perceptions. This aligns with CPXP principles of capturing the voice of the patient in meaningful ways. Option B (case studies) provides detailed examples but lacks interactive exploration. Option C (research articles) offers secondary data, not direct insight. Option D (organizational policy) is not a research method. CPXP highlights that engaging patients directly through qualitative dialogue is essential for effective design and innovation.

NEW QUESTION # 68

Which tactic is the BEST way to engage staff and gain buy-in?

- A. Provide employees training in improving the patient experience.
- B. Create a mandate that all employees participate in improving the patient experience.
- C. Invite staff to participate in focus groups on improving patient experience.
- **D. Form a patient experience team with front-line staff to improve the patient experience.**

Answer: D

Explanation:

This question aligns with Organizational Culture and Leadership, where engaging staff and building ownership are essential for sustainable patient experience improvement. The most effective tactic is forming a patient experience team with front-line staff, as it directly involves those closest to care delivery in designing and implementing improvements. CPXP principles emphasize that true buy-in comes from participation, ownership, and shared accountability, not just training or passive involvement. Option A (training) builds awareness but not ownership; Option B (focus groups) gathers input but lacks sustained engagement; Option C (mandates) often creates resistance rather than commitment. In contrast, involving front-line staff in a dedicated team empowers them to co-create solutions, fosters accountability, and strengthens a culture of continuous improvement aligned with patient-centered care values.

NEW QUESTION # 69

Which practice BEST ensures learning across interdisciplinary teams?

- A. Using patient comment cards
- **B. Implementing a service champion network**
- C. Forming department service councils
- D. Conducting patient experience training

Answer: B

Explanation:

This question aligns with Organizational Culture and Leadership, particularly knowledge sharing and cross-functional collaboration.

Option D is correct because a service champion network creates designated individuals across different departments who share best practices, reinforce behaviors, and facilitate communication across disciplines. This structure supports continuous learning, consistency, and spread of improvement efforts organization-wide, which is essential in CPXP frameworks. Option A (patient comment cards) gathers feedback but does not ensure team learning. Option B (department councils) may operate in silos and limit cross-disciplinary exchange. Option C (training) is valuable but often one-time and not sustained across teams. CPXP emphasizes that distributed leadership models like champion networks enable ongoing learning, alignment, and culture change across interdisciplinary teams, making them the most effective approach.

NEW QUESTION # 70

While facilitating a virtual patient and family advisory council meeting, which approach may help elicit group engagement?

- A. Encourage cameras be turned on.
- B. Create an agenda with multiple presentations.
- C. Direct responses to the chat function.
- D. Private message individual participants.

Answer: A

Explanation:

This question aligns with Partnership and Advocacy, which focuses on engaging patients and families as active partners. In virtual environments, fostering connection and trust is essential for meaningful participation. Option A (Encourage cameras be turned on) is the best approach because it promotes visual connection, nonverbal communication, and a sense of presence, all of which are critical for engagement and relationship-building. Seeing participants helps facilitators read reactions, encourage dialogue, and create a more inclusive and interactive environment. Option B limits interaction to text, which may reduce depth of engagement. Option C may isolate individuals rather than promote group participation. Option D shifts focus to passive listening rather than active contribution. CPXP principles emphasize creating environments that encourage open dialogue, trust, and shared partnership.

NEW QUESTION # 71

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