

# CPXP Latest Dumps: Certified Patient Experience Professional & CPXP Dumps Torrent & CPXP Practice Questions



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## The Beryl Institute Certified Patient Experience Professional Sample Questions (Q10-Q15):

### NEW QUESTION # 10

Regarding action plans, what does the acronym SMART stand for?

- A. Short, manageable, accurate, regulated, transparent
- B. Specialized, marketed, accountable, reliable, tabulated
- C. Specific, measurable, achievable, relevant, time-bound
- D. Statistical, measurable, accurate, reliable, tabulated

**Answer: C**

**Explanation:**

This question falls under Measurement and Analysis, as SMART goals are a foundational tool for developing effective, measurable improvement plans in patient experience initiatives. Option B is correct because SMART stands for Specific, Measurable,

Achievable, Relevant, and Time-bound , which ensures that action plans are clearly defined and trackable. CPXP emphasizes that improvement efforts must be structured and data-driven, and SMART goals provide a framework for setting clear expectations, defining success metrics, and monitoring progress over time . Without these elements, initiatives may lack direction or accountability. The other options include incorrect or unrelated terms that do not align with established improvement methodologies. Using SMART goals supports consistent evaluation, alignment with organizational priorities, and sustained performance improvement in patient experience efforts.

#### NEW QUESTION # 11

According to consumers, what is the MOST important component of the healthcare experience?

- A. " Educate me on my condition. "
- B. " Show me empathy. "
- C. " Listen to me. "
- D. " Provide me with information. "

**Answer: C**

Explanation:

This question falls under Partnership and Advocacy , which centers on incorporating the patient's voice into care delivery. According to widely recognized patient experience research reflected in CPXP principles, the most important component identified by consumers is being listened to . Option A ( " Listen to me " ) is correct because active listening is foundational to trust, understanding and effective communication. When patients feel heard, it validates their concerns, improves emotional connection, and enhances engagement in care decisions. While empathy (D), education (C), and information sharing (B) are all critical components, they are most effective only after truly understanding the patient's perspective. CPXP emphasizes that listening is the starting point for all patient-centered interactions, enabling personalized care, reducing misunderstandings, and improving both satisfaction and clinical outcomes.

#### NEW QUESTION # 12

Patient Experience Mapping identifies the ideal state defined by which of the following four dimensions of care?

- A. Patient assessment of safety, access to care, availability of information, and patient engagement
- B. Patient assessment of outcomes, physical environment, communication, and family/care partner participation
- C. Patient perceptions of process efficiency, access to care, patient engagement, and presence of teamwork
- D. Patient perceptions on quality of care, communication, physical environment, and emotional support

**Answer: D**

Explanation:

This question falls under Design and Innovation , specifically patient experience mapping and journey design.

In CPXP practice, the ideal patient experience state is commonly defined through key experiential dimensions that reflect how patients perceive care. Option C is correct because it includes quality of care, communication, physical environment, and emotional support , which are foundational components of the patient experience across the continuum. These dimensions align with widely recognized frameworks (such as patient-centered care principles and HCAHPS domains) that emphasize both clinical and emotional aspects of care delivery.

Options A, B, and D include relevant elements but do not fully capture the holistic, perception-based framework used in experience mapping. CPXP emphasizes designing care experiences that address both functional and emotional needs from the patient's perspective.

#### NEW QUESTION # 13

Which statement BEST describes experience-based co-design (EBCD)?

- A. EBCD primarily focuses on the use of quantitative data such as patient satisfaction surveys.
- B. EBCD should be used for stand-alone projects and not integrated with other organizational work.
- C. EBCD focuses solely on the patient and family perspective and typically does not include the perspectives of caregivers.
- D. EBCD offers an opportunity for dialogue providing insights into the meaning of patient feedback.

**Answer: D**

Explanation:

This question falls under Design and Innovation, as EBCD is a structured approach used to improve healthcare experiences through collaborative design. Experience-Based Co-Design emphasizes qualitative insights and storytelling, bringing together patients, families, and staff to co-create improvements based on lived experiences. Option B is correct because EBCD focuses on dialogue and shared understanding, helping uncover the deeper meaning behind patient feedback rather than relying only on numeric data. Option A is incorrect because EBCD is not primarily quantitative; Option C is incorrect because it includes both patients and caregivers/staff perspectives; and Option D is incorrect because EBCD is intended to be integrated into broader organizational improvement efforts, not isolated projects. This aligns with CPXP principles of human-centered design and collaborative improvement.

#### NEW QUESTION # 14

In which stage of the ADKAR change management model would recognition efforts MOST LIKELY take place?

- A. Awareness
- **B. Sustainment**
- C. Desire
- D. Ability

**Answer: B**

Explanation:

This question aligns with Organizational Culture and Leadership, specifically change management frameworks like ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement/Sustainment).

Recognition efforts most commonly occur in the Sustainment (Reinforcement) stage, making Option D correct. In this phase, organizations focus on reinforcing desired behaviors, maintaining momentum, and preventing regression to old habits. CPXP principles emphasize that recognition and reward systems are key strategies to embed change into organizational culture by acknowledging individuals and teams who demonstrate desired behaviors. While earlier stages (Awareness, Desire, Ability) focus on building understanding, motivation, and capability, recognition is most impactful after change has been implemented to ensure it is sustained over time. Reinforcement through recognition helps solidify long-term adoption and supports a culture of continuous improvement.

#### NEW QUESTION # 15

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