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The Beryl Institute Certified Patient Experience Professional Sample

Questions (Q123-Q128):

NEW QUESTION # 123

When is the BEST time to do service recovery follow-up?

- A. After fully researching and validating concerns
- B. After discharge/appointment ends
- C. Immediately after the issue arises
- D. 24 hours after the issue arises

Answer: C

Explanation:

This question aligns with Partnership and Advocacy, which emphasizes responsiveness, trust-building, and timely communication with patients and families. In CPXP practice, service recovery should occur as close to the point of service failure as possible, making immediate follow-up the best option. Prompt action demonstrates attentiveness, empathy, and a genuine commitment to resolving concerns, which helps rebuild trust and prevent escalation of dissatisfaction. Option A is incorrect because timely acknowledgment and response are critical components of effective service recovery. Option B introduces unnecessary delay, Option C may postpone response too long while investigating, and Option D is reactive and too late to influence the patient's experience in real time. CPXP principles highlight that early intervention is key to improving outcomes and reinforcing a patient-centered culture.

NEW QUESTION # 124

Which of the following two stakeholder groups should a patient experience professional organize when using an experience-based co-design (EBCD) approach to initiate a system-level quality improvement effort in expanding culturally diverse service efforts?

- A. Focus Group 1: Community leaders within the health system's service area footprint Focus Group 2: Union representatives of health system employees
- B. Focus Group 1: Representative sample of health system board members Focus Group 2: Representative sample of health system leaders
- C. Focus Group 1: Representative sample population of patient and family members Focus Group 2: Representative sample population of healthcare providers
- D. Focus Group 1: Quality improvement leadership Focus Group 2: EBCD task force and individual contributors

Answer: C

Explanation:

This question falls under Design and Innovation, specifically focusing on Experience-Based Co-Design (EBCD), a methodology that emphasizes collaboration between patients and staff to improve care experiences. The most appropriate stakeholder groups are patients/families and healthcare providers, as EBCD is grounded in co-design between those who receive care and those who deliver it. This partnership ensures that improvements reflect both lived experiences and operational realities. CPXP highlights that meaningful innovation requires inclusive engagement of end-users, especially when addressing culturally diverse populations, to ensure services are equitable and responsive. Options A and B are overly leadership-focused, while Option C lacks direct representation of care experiences. By bringing together patients, families, and providers, organizations can co-create solutions that are practical, culturally sensitive, and aligned with real needs.

NEW QUESTION # 125

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

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

Answer: C

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 # 126

What is the BEST way to immediately address any type of patient experience failure?

- A. Service recovery
- B. Capture complaints
- C. Kaizen events
- D. Grievance letters

Answer: A

Explanation:

This question aligns with Partnership and Advocacy, which focuses on responding to patient needs in real time and maintaining trust. The best immediate response to a patient experience failure is service recovery, making Option A correct. Service recovery involves promptly acknowledging the issue, expressing empathy, apologizing, and taking action to resolve the concern while the patient is still in the care setting. This proactive approach helps prevent escalation, rebuilds trust, and improves the overall perception of care.

Option A (Kaizen events) is a structured improvement method but not immediate. Option B (capturing complaints) is reactive and documentation-focused. Option C (grievance letters) is delayed and formal. CPXP principles emphasize that timely, compassionate service recovery is critical to addressing issues and enhancing patient-centered care experiences.

NEW QUESTION # 127

Which option represents the use of Lean principles?

- A. Going to "Gemba" to observe the current process
- B. Adding steps into a process to better define it
- C. Writing a strategic plan based on patient and family values
- D. Including patients in daily bedside rounds

Answer: A

Explanation:

This question aligns with Design and Innovation, particularly process improvement methodologies such as Lean. Option A is correct because "going to Gemba" is a core Lean principle that means going to the actual place where work occurs to directly observe processes, identify inefficiencies, and understand real conditions.

This approach supports data-driven, frontline-informed improvement and is fundamental to eliminating waste and improving value. Option B reflects patient-centered care but is not specifically a Lean method. Option C contradicts Lean principles, which focus on reducing unnecessary steps, not adding them. Option C relates to strategic planning rather than process improvement methodology. CPXP emphasizes Lean thinking as a way to design efficient, patient-centered systems, with Gemba observation being a critical first step in meaningful improvement.

NEW QUESTION # 128

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