

# Pass Guaranteed The Beryl Institute - Accurate CPXP - Test Certified Patient Experience Professional Questions Answers

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CPXP Certified Patient Experience Professional  
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Patient Experience definition (Beryl Institute) **correct-answer** The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

CIQ **correct-answer** Cultural IQ test: Measures cultural engagement with 10 questions on a scale of 1-10

What 3 elements do patients use in choosing healthcare? **correct-answer** 1- Cost

2- Quality

3- Service

transformational leadership **correct-answer** inspiring and championing followers to make the best decisions so that they might become leaders

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## The Beryl Institute Certified Patient Experience Professional Sample Questions (Q91-Q96):

### NEW QUESTION # 91

Which is the BEST approach to obtaining employee commitment to a new process or initiative designed to improve the patient experience?

- A. Provide incentives to managers for implementation success.
- B. Explain at the start of implementation why the change is occurring.
- C. **Involve staff in the design and development of the process.**
- D. Have managers monitor and measure the process.

**Answer: C**

Explanation:

This question aligns with Organizational Culture and Leadership , particularly employee engagement and change management. Option D is correct because CPXP emphasizes that true commitment comes from involvement and ownership . When staff are actively engaged in the design and development of a process , they are more likely to understand, support, and sustain the change. This participatory approach builds trust, reduces resistance, and leverages frontline insights. Option C (explaining why) is important but not sufficient alone to secure commitment. Option A (monitoring) and Option B (incentives) may drive compliance but not genuine engagement. CPXP highlights that co-creation and collaboration are essential for lasting cultural change , making staff involvement the most effective strategy for achieving meaningful and sustained commitment.

### NEW QUESTION # 92

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

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

**Answer: D**

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 # 93

What are three MOST important dimensions for improving the relationship between the patient and provider?

- A. Partnership, Socratic questioning, and support
- B. Emotional connection, partnership, and using the scientific method
- C. Agreement on treatment, partnership, and Socratic questioning
- D. **Emotional connection, agreement on treatment, and willingness to listen**

**Answer: D**

Explanation:

This question aligns with Partnership and Advocacy , focusing on strengthening the patient-provider relationship. Option B is correct because it reflects the core elements emphasized in CPXP: emotional connection, shared understanding, and active listening . Emotional connection builds trust and empathy, agreement on treatment reflects shared decision-making , and willingness to listen ensures patients feel heard and respected. These three dimensions are foundational to patient-centered care and directly impact

satisfaction, adherence, and outcomes. Option A includes the scientific method, which is not relationship- focused. Options C and D include Socratic questioning, which may support communication but is not a core CPXP dimension. CPXP highlights that strong relationships are built through empathy, collaboration, and effective communication , making these three elements essential for improving patient experience.

#### NEW QUESTION # 94

One of the most fundamental factors in making patient experience improvement a top priority in any organization is the inclusion of which of the following?

- A. Executive champion
- B. Executive coach
- C. External consultant
- D. Experience educator

**Answer: A**

Explanation:

This question aligns with Organizational Culture and Leadership , which emphasizes the critical role of leadership in driving patient experience initiatives. Option A (Executive champion) is correct because sustainable improvement in patient experience requires visible, committed leadership at the highest level . An executive champion actively advocates for patient experience, aligns it with organizational strategy, allocates resources, and ensures accountability across departments. This leadership presence signals that patient experience is a priority, not an optional initiative. Options B, C, and D may support improvement efforts but lack the authority and influence needed to drive organization-wide change. CPXP principles highlight that without strong executive sponsorship, patient experience efforts often fail to gain traction, making executive leadership engagement a foundational element of success.

#### NEW QUESTION # 95

Which of the following introductions would BEST help a physician build trust and begin to earn confidence from a patient?

- A. " Good afternoon. I want to make sure that I pronounce your last name correctly. Could you help me with this? Thank you. I ' mDr. Jones, an emergency medicine doctor. "
- B. " Good afternoon, Mrs. S. I ' mDr. Jones. What brings you in today? "
- C. " Good afternoon. I want to make sure that I pronounce your last name correctly. Could you help me with this? Thank you. I ' mDr. Jones, an emergency medicine doctor. We are going to take good care of you. "
- D. " Good afternoon, Mrs. S. I ' m not quite sure how to pronounce your last name. I ' mDr. Jones, an emergency medicine doctor here at this hospital. Why are you visiting the emergency department today? "

**Answer: C**

Explanation:

This question aligns with Partnership and Advocacy , emphasizing respectful communication, trust-building, and patient-centered interactions. Option D is the best answer because it combines several key elements of effective communication: respect (asking for correct name pronunciation), introduction of role, and emotional reassurance ("We are going to take good care of you"). CPXP principles highlight that trust is built through acknowledging the patient as an individual, demonstrating courtesy, and providing psychological safety .

Option A introduces uncertainty in a less confident way, B is too brief and transactional, and C lacks reassurance. Option D goes further by addressing both personal respect and emotional needs , which are critical at the start of an encounter-especially in high-stress environments like emergency care-thereby fostering confidence and strengthening the patient-provider relationship.

#### NEW QUESTION # 96

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