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The Beryl Institute Certified Patient Experience Professional Sample Questions (Q128-Q133):

NEW QUESTION # 128

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 D 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 A reflects patient-centered care but is not specifically a Lean method. Option B 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 # 129

After providing information to a patient or care partner, what can BEST help assess for understanding or adherence?

- A. Empathy statement
- B. Survey responses
- C. Teach-back technique
- D. Open-ended questions

Answer: C

Explanation:

This question aligns with Partnership and Advocacy, which emphasizes engaging patients and care partners as active participants in their care through clear communication and shared understanding. The teach-back technique is the most effective method because it directly verifies comprehension by asking patients to restate information in their own words. This ensures that instructions are not only heard but accurately understood, which is critical for adherence and safety. While empathy statements (A) build trust and open-ended questions (B) encourage dialogue, they do not reliably confirm understanding. Survey responses (D) are retrospective and not useful in real-time care interactions. CPXP principles highlight that effective communication must be interactive, patient-centered, and confirm understanding, making teach-back the gold standard for validating comprehension and supporting better outcomes.

NEW QUESTION # 130

Which is the BEST method for reviewing patient experience survey results and identifying the appropriate indicators for targeted improvement work?

- A. Work with unit or practice leaders and ask them which indicators they want to work on.
- B. Use a priority index or correlation analysis to identify indicators for intervention.
- C. Identify the lowest scoring survey items and determine interventions for improvement.
- D. Intervene with survey items that are ranked the lowest in relation to the peer group.

Answer: B

Explanation:

This question falls under Measurement and Analysis, focusing on how to prioritize improvement efforts using data. Option C is correct because CPXP emphasizes the use of advanced analytic methods such as priority indexing and correlation analysis to identify the drivers that most strongly impact overall patient experience outcomes. Rather than simply focusing on the lowest scores (Option A) or peer comparisons (Option B), these methods help determine which areas will yield the greatest improvement impact when addressed. Option D relies on subjective preference rather than data-driven decision-making. CPXP highlights that effective improvement strategies must be evidence-based and focused on key drivers, ensuring that resources are directed toward changes that will meaningfully enhance patient experience rather than areas that may appear problematic but have limited overall influence.

NEW QUESTION # 131

Which of the following is the MOST critical consideration when communicating information to a diverse audience?

- A. Provide detailed explanations.
- B. Use stories to convey a point.
- C. Keep wording straightforward.
- D. Include analogies or metaphors.

Answer: C

Explanation:

This question aligns with Partnership and Advocacy, particularly effective communication across diverse populations. Option A is correct because CPXP emphasizes the importance of clear, simple, and straightforward language to ensure understanding among individuals with varying levels of health literacy, cultural backgrounds, and communication preferences. Using plain language reduces

confusion, supports equity, and improves patient comprehension and engagement. Option B (detailed explanations) may overwhelm or confuse some audiences. Option C (stories) and Option D (analogies) can be helpful tools but are not as universally effective as clear, direct language. CPXP highlights that communication should be accessible, inclusive, and easy to understand, making straightforward wording the most critical factor when addressing a diverse audience.

NEW QUESTION # 132

In a patient- and family-centered care environment, what is the PRIMARY role of the family/caregiver?

- A. To provide care for the patient
- **B. To advocate for the patient**
- C. To make decisions for the patient
- D. To ensure that the patient is safe

Answer: B

Explanation:

This question aligns with Partnership and Advocacy, emphasizing the role of families and caregivers in patient-centered care. Option A is correct because the primary role of the family/caregiver is to advocate for the patient's needs, preferences, and values, especially when the patient may be vulnerable or unable to fully communicate. CPXP principles highlight that families are essential partners in care, helping ensure that the patient's voice is heard and respected in decision-making. While caregivers may provide support (B), assist in decisions (C), and contribute to safety (D), these are secondary roles that depend on the patient's condition and preferences. Advocacy remains the core function, ensuring alignment with the patient's goals and promoting dignity, respect, and effective communication within the care team.

NEW QUESTION # 133

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