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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 (Q121-Q126):

NEW QUESTION # 121

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

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

Answer: A

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 # 122

Which of the following actions BEST contributes to establishing a systematic approach to both operational performance and behavioral improvement for healthcare organizations?

- A. Ensuring a broad range of voices across the organization are involved
- B. Engaging the community in providing improvement feedback
- C. Integrating a patient/family representative into the improvement team
- D. Monitoring social media for feedback and improvement opportunities

Answer: A

Explanation:

This question aligns with Organizational Culture and Leadership , particularly building a systematic, organization-wide approach to improvement . Option C is correct because involving a broad range of voices across the organization ensures that both operational processes and behavioral practices are addressed holistically. CPXP emphasizes that sustainable improvement requires cross-functional collaboration , where leaders, frontline staff, and support teams all contribute insights and ownership. Option A and B are valuable but more limited in scope, focusing on specific stakeholder groups rather than the entire organization. Option D provides useful feedback but is not a structured or comprehensive improvement strategy. A systematic approach in CPXP involves alignment, inclusivity, and shared accountability , which is best achieved by engaging diverse perspectives across all levels of the organization.

NEW QUESTION # 123

When implementing a patient experience cultural transformation following John Kotter ' s 8-Step Change Model, what step comes AFTER creating a sense of urgency?

- A. Making change a continuous process
- B. Creating a strategic vision
- C. Removing barriers to change
- D. Forming a guiding coalition

Answer: D

Explanation:

This question aligns with Organizational Culture and Leadership , specifically structured change management frameworks used in patient experience transformation. According to Kotter's 8-Step Change Model , the step immediately following creating a sense of urgency is forming a guiding coalition (Option B) . This involves assembling a group of influential leaders and stakeholders who have the credibility, expertise, and authority to drive the change effort forward. CPXP principles emphasize that sustainable cultural

transformation requires strong leadership alignment and collaboration early in the process. Without a committed coalition, initiatives often lack direction, support, and momentum. The other options represent later steps in the model-creating vision (A), removing barriers (C), and sustaining change (D). Establishing a guiding coalition ensures that the organization has the leadership foundation necessary to successfully advance patient experience improvements.

NEW QUESTION # 124

Of the following process improvement methodologies, which MOST directly engages the customer in the process?

- A. Lean
- B. Total Quality Management
- C. Six Sigma
- D. Experience-Based Design

Answer: D

Explanation:

This question aligns with Design and Innovation, which focuses on creating solutions that are human-centered and co-designed with patients and families. Experience-Based Design (EBD) is the methodology that most directly engages the customer (patient) in the improvement process. EBD emphasizes co-design, where patients, families, and staff work together to understand experiences and redesign services based on real needs and emotions. In contrast, Lean, Six Sigma, and Total Quality Management primarily focus on efficiency, variation reduction, and process control, often relying more on internal analysis than direct customer involvement. CPXP highlights that meaningful patient experience improvement requires actively partnering with patients, making EBD the most aligned approach for directly engaging customers in designing better care experiences.

NEW QUESTION # 125

The patient experience professional identifies experience-based co-design (EBCD) as the best approach to understand and ease growing challenges in an outpatient oncology setting. Which of the following is the BEST strategy to increase stakeholder collaboration in the process?

- A. Develop a series of staff and patient workshops to capture dialogue about different aspects of outpatient oncology services.
- B. Meet with a project manager and define tactics for an outpatient oncology action plan.
- C. Develop a questionnaire for patients to learn about their exam room experience in the outpatient oncology care setting.
- D. Schedule exclusively in-person focus groups for current patients to redesign the process.

Answer: A

Explanation:

This question aligns with Design and Innovation, specifically experience-based co-design (EBCD), which emphasizes collaboration between patients, families, and staff to improve care processes. Option B is correct because EBCD relies on interactive, collaborative workshops where stakeholders share experiences, identify priorities, and co-create solutions together. CPXP principles highlight that meaningful collaboration occurs when patients and staff engage in dialogue, storytelling, and joint problem-solving, rather than working in isolation. Option A is top-down and lacks co-design, Option C is limited to patients only, and Option D is purely data collection without collaboration. Workshops create a shared understanding of experiences and foster partnership, making them the most effective strategy to increase stakeholder engagement and drive meaningful improvements in patient-centered care.

NEW QUESTION # 126

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He has also held faculty positions at the University of North Carolina CPXP Verified Answers at Chapel Hill and The George Washington University, as well as management positions at Mitsubishi Electric Research.

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