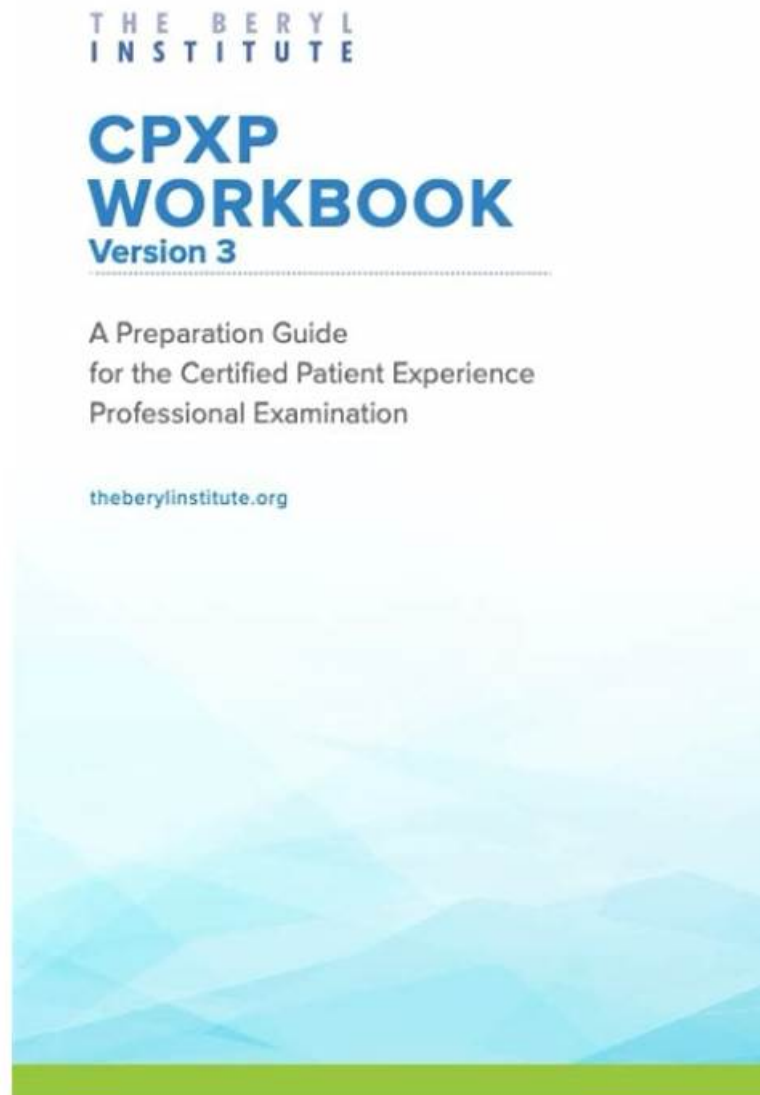


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## The Beryl Institute Certified Patient Experience Professional Sample Questions (Q123-Q128):

### NEW QUESTION # 123

A manager overseeing a renovation project would like to ensure the project meets the overall needs and objectives for which it is being designed. Who is the MOST important member of the design team?

- A. Patient family advisor
- B. Unit medical director
- C. Chief financial officer
- D. Project manager

**Answer: A**

Explanation:

This question falls under Partnership and Advocacy, which is a core CPXP domain emphasizing the inclusion of patients and families as active partners in care design and improvement. The patient family advisor is the most important member in this context because they bring the lived experience perspective, ensuring that the renovation aligns with real patient and family needs rather than assumptions made by staff or leadership.

CPXP principles highlight that co-design with patients leads to more effective, human-centered environments and better outcomes. While roles like the medical director, CFO, and project manager contribute operational, clinical, and financial expertise, they do not replace the unique insights of those receiving care. Engaging patient and family advisors ensures that decisions reflect what truly matters to those served.

### NEW QUESTION # 124

What is a starting point for change management that can affect how leaders, health workers, and staff engage with the patient experience professional?

- A. Awareness of the need for change and why the change matters
- B. Hiring new staff who agree change is needed
- C. Skills training to make the change successful
- D. Setting a timeline for change that coincides with performance evaluations

**Answer: A**

Explanation:

This question aligns with Organizational Culture and Leadership, specifically principles of change management. The most critical starting point in any change initiative is creating awareness of the need for change and understanding why it matters, making Option A correct. Without this foundational awareness, staff are unlikely to engage, support, or sustain change efforts. This aligns with established change models (such as ADKAR), where awareness is the first step before building desire, knowledge, and ability. Option B (training) is important but comes after awareness. Option C is unrealistic and not sustainable, and Option D focuses on structure rather than engagement. CPXP emphasizes that successful patient experience transformation begins with clearly communicating the purpose, urgency, and value of change to all stakeholders.

### NEW QUESTION # 125

How do service recovery models BEST ensure understanding and resolution of patient and family concerns?

- A. By allowing managers to offer patients compensation
- B. By offering a formal apology
- C. By empowering all levels of staff to address patient concerns
- D. By encouraging patients to voice concerns

**Answer: C**

Explanation:

This question aligns with Organizational Culture and Leadership , particularly around service recovery and accountability. CPXP principles emphasize that effective service recovery requires a proactive, organization- wide approach , where all staff are empowered to respond immediately to patient concerns . Option B is correct because it ensures timely resolution, reduces escalation, and demonstrates a culture of ownership and responsiveness. When frontline staff are empowered, they can address issues in real time, which is critical to rebuilding trust. Option A (compensation) is only one limited tactic and not the core of service recovery.

Option C (formal apology) is important but insufficient alone. Option D (encouraging patients to speak up) supports feedback but does not ensure resolution. CPXP highlights that empowerment, responsiveness, and accountability are key to effective service recovery systems.

#### NEW QUESTION # 126

What is the PRIMARY action that must be done consistently to enhance patient safety and eliminate errors?

- A. Immediate response to call lights
- B. Clear explanation of treatment plan
- C. Effective communication
- D. Purposeful hourly rounding

**Answer: C**

Explanation:

This question aligns with Partnership and Advocacy , as well as patient safety principles embedded within patient experience.

Effective communication (Option A) is the most critical and foundational action for enhancing patient safety and reducing errors.

CPXP principles emphasize that breakdowns in communication are a leading cause of medical errors, making clear, consistent, and timely communication essential across all care interactions. This includes communication between providers, with patients and families, and during transitions of care (e.g., handoffs). While responding to call lights (B), explaining treatment plans (C), and hourly rounding (D) are important practices, they are all dependent on strong communication to be effective.

Clear communication ensures shared understanding, reduces misunderstandings, supports informed decision- making, and ultimately leads to safer, higher-quality care experiences.

#### NEW QUESTION # 127

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

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

**Answer: B**

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 # 128

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