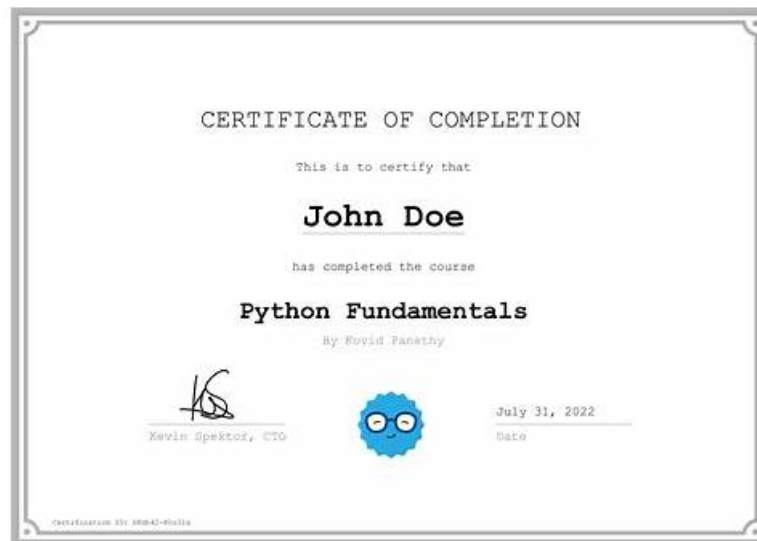


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The Beryl Institute Certified Patient Experience Professional Sample Questions (Q134-Q139):

NEW QUESTION # 134

Which practice BEST ensures learning across interdisciplinary teams?

- A. Using patient comment cards
- B. Conducting patient experience training
- C. Implementing a service champion network
- D. Forming department service councils

Answer: C

Explanation:

This question aligns with Organizational Culture and Leadership , particularly knowledge sharing and cross- functional collaboration. Option D is correct because a service champion network creates designated individuals across different departments who share best practices, reinforce behaviors, and facilitate communication across disciplines . This structure supports continuous learning, consistency, and spread of improvement efforts organization-wide , which is essential in CPXP frameworks. Option A (patient comment cards) gathers feedback but does not ensure team learning. Option B (department councils) may operate in silos and limit cross-disciplinary exchange. Option C (training) is valuable but often one-time and not sustained across teams. CPXP emphasizes that distributed leadership models like champion networks enable ongoing learning, alignment, and culture change across interdisciplinary teams , making them the most effective approach.

NEW QUESTION # 135

Which is a fundamental rule to follow when creating data illustrations?

- A. Label everything appropriately so that the reader does not misinterpret the data.
- B. Use plenty of text and special graphing features in order to clearly communicate to the reader.
- C. Maintain a ratio of 1:2 between the vertical and horizontal axes.
- D. Accompany the graph with a brief narrative description.

Answer: A

Explanation:

This question aligns with Measurement and Analysis , focusing on clear and effective data presentation. Option C is correct because a fundamental principle of data visualization is to ensure clarity and prevent misinterpretation . Proper labeling of axes, data points, legends, and titles ensures that the audience can accurately understand the information being presented. Without clear labeling, even accurate data can be misunderstood, leading to poor decision-making. Option A is helpful but not essential to the integrity of the visualization itself. Option B is not a standard rule in data visualization. Option D is incorrect because excessive text and visual elements can clutter the graphic and reduce clarity. CPXP principles emphasize that data should be presented in a simple, clear, and actionable manner to support informed improvement efforts.

NEW QUESTION # 136

Which is a central role for an effective facilitator?

- A. Identifies the most useful suggestions from the group
- B. Guides the discussion to avoid conflict among participants
- C. Encourages the group to focus on outcomes
- D. Creates and sustains a participatory environment

Answer: D

Explanation:

This question aligns with Organizational Culture and Leadership , particularly facilitation and team engagement. Option C is correct because the primary role of an effective facilitator is to create and sustain a participatory environment where all voices are heard, respected, and encouraged. CPXP emphasizes that facilitators should enable dialogue, foster psychological safety, and support inclusive engagement , rather than control content or outcomes. Option A is incorrect because facilitators do not judge or select ideas; that is the group's responsibility. Option B is too limiting, as conflict can be constructive when managed appropriately. Option D is important but secondary to ensuring participation. CPXP highlights that effective facilitation builds collaboration, trust, and shared ownership , which are essential for successful patient experience improvement efforts.

NEW QUESTION # 137

Which of the following is an identified barrier to care for those in marginalized populations?

- A. Ease of access
- B. Lack of community partnerships
- C. Poor communication
- D. Fear of stigma

Answer: D

Explanation:

This question aligns with Partnership and Advocacy , particularly health equity and access to care. Fear of stigma (Option B) is a well-documented and significant barrier for marginalized populations, as it can prevent individuals from seeking care, disclosing important information, or fully engaging in treatment. CPXP principles emphasize the importance of creating psychologically safe, inclusive, and nonjudgmental environments to reduce disparities in care. While poor communication (C) and lack of community partnerships (D) can also impact access, stigma is a deeper, more personal barrier tied to fear of discrimination, bias, or mistreatment. Option A is incorrect because ease of access is not a barrier. Addressing stigma through empathy, cultural competence, and inclusive practices is essential to improving equitable patient experience and outcomes.

NEW QUESTION # 138

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. Removing barriers to change
- C. Creating a strategic vision
- **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 # 139

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