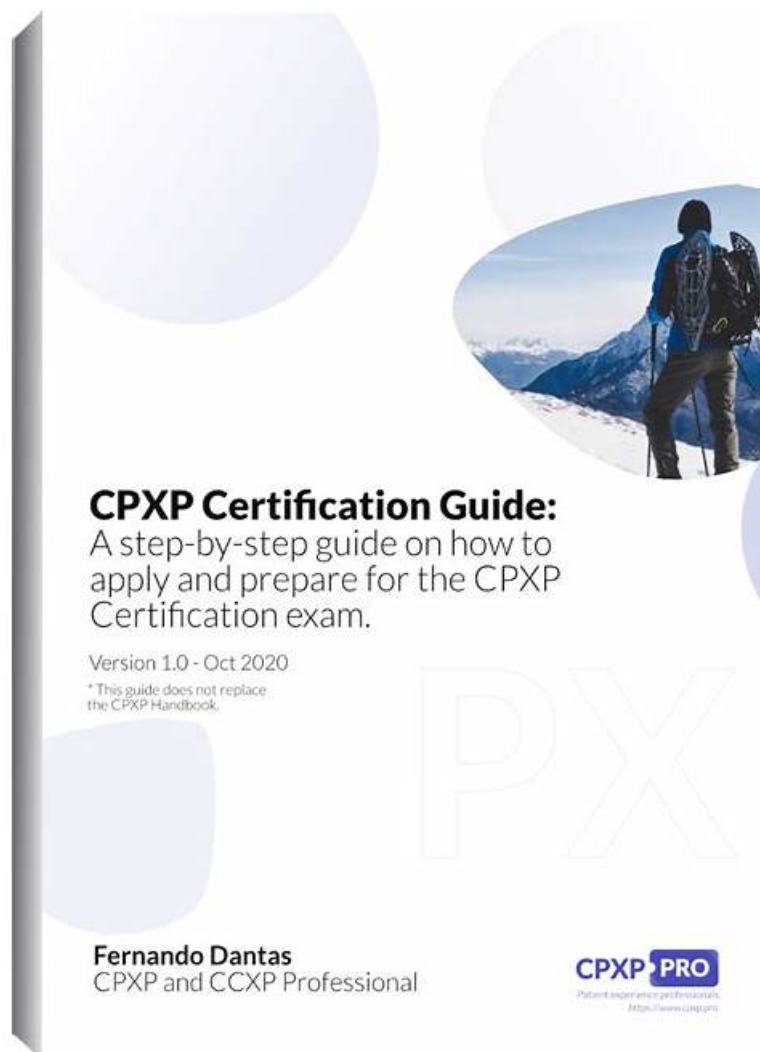


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## The Beryl Institute Certified Patient Experience Professional Sample

## Questions (Q131-Q136):

### NEW QUESTION # 131

What is an identified challenge to including patients, family members, and care partners in the co-design process?

- **A. Securing a diverse range of patients and experiences**
- B. Creating the necessary incentive program for engagement
- C. Communicating the process objectives to patients
- D. Reaffirming the value of the time one will invest in the effort

**Answer: A**

Explanation:

This question aligns with Design and Innovation , particularly co-design and human-centered improvement approaches. Option B is correct because one of the most recognized challenges in co-design is ensuring diverse and representative participation across different patient populations, backgrounds, and experiences.

CPXP principles emphasize that meaningful co-design requires inclusion of varied perspectives to avoid bias and ensure solutions meet the needs of all populations served. Recruiting diverse participants can be difficult due to barriers such as access, trust, language, and availability. While communication (A), incentives (C), and reinforcing value (D) are important considerations, they are more manageable operational elements. The greatest challenge lies in achieving equity and representation , which is essential for designing inclusive, effective, and patient-centered care experiences.

### NEW QUESTION # 132

Which is the MOST significant benefit when being transparent with a provider's patient experience data?

- **A. Creating a sense of urgency and accountability for improvement**
- B. Identifying where positive practices are occurring
- C. Encouraging competition among high performers
- D. Identifying top performers for the purpose of recognition

**Answer: A**

Explanation:

This question falls under Measurement and Analysis , particularly the use of data to drive improvement.

CPXP principles emphasize that transparency in patient experience data is intended to promote accountability and motivate meaningful change , not competition or recognition alone. Option C is correct because sharing performance data openly helps providers understand gaps, take ownership, and feel a sense of urgency to improve care delivery. This aligns with the CPXP focus on using data to inform action and support continuous improvement. Option A may create unhealthy competition, while B and D are secondary benefits but do not drive system-wide improvement. Transparent data fosters a culture where providers are engaged, responsible, and committed to enhancing patient-centered outcomes across the organization.

### NEW QUESTION # 133

Which is the MOST effective example of staff recognition?

- **A. Thanking the staff for their efforts during a personal visit from the senior leader**
- B. Posting patient experience scores in public areas for everyone to see
- C. Reading a positive patient letter during a town hall meeting
- D. Sharing positive patient comments in the organization's newsletters

**Answer: A**

Explanation:

This question aligns with Organizational Culture and Leadership , which emphasizes staff engagement, recognition, and creating a culture of appreciation. The most effective recognition in CPXP practice is personal, timely, and meaningful . Option D is correct because a direct, personal acknowledgment from a senior leader demonstrates genuine appreciation, reinforces desired behaviors, and strengthens emotional connection with staff. This type of recognition is more impactful than generalized or indirect methods. Option A and B provide recognition but are less personal and may not directly reach or resonate with the individual staff member. Option C focuses on performance transparency rather than recognition. CPXP principles highlight that authentic, individualized recognition from leadership is a key driver of staff engagement, which directly influences patient experience outcomes.

#### NEW QUESTION # 134

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

**Answer: C**

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 # 135

The spouse of a dying patient continuously asks to speak to multiple members of the healthcare team and seems to be confused about the next steps in the patient's care. Why is the best course of action a family meeting with the members of the multidisciplinary team?

- A. To ensure that all stakeholders review the plan of care in a collaborative manner
- B. To discuss palliative care, which is the most important aspect of the situation
- C. To support the spouse, who needs more support than the patient at this time
- D. To avoid splitting the staff and creating an ambiguous atmosphere for the patient and the staff

**Answer: A**

Explanation:

This question aligns with Partnership and Advocacy , which emphasizes clear communication, collaboration, and shared decision-making among patients, families, and care teams. A multidisciplinary family meeting is the best approach because it brings all stakeholders together to review and align on the plan of care , ensuring consistent messaging and reducing confusion. CPXP principles highlight the importance of transparency, coordinated communication, and inclusion of family members as care partners , especially in complex or end- of-life situations. Option D reflects these principles by focusing on collaboration and clarity. While emotional support (A) and discussing palliative care (B) may be components of the meeting, they are not the primary reason. Option C addresses a consequence but not the core goal. The primary objective is shared understanding and unified communication .

#### NEW QUESTION # 136

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