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## The Beryl Institute Certified Patient Experience Professional Sample Questions (Q32-Q37):

### NEW QUESTION # 32

Significant differences between what end-users may desire and what healthcare systems are willing to do based on their expertise and resources is a challenge for design-thinking. What is the BEST strategy below to help bridge the gap and provide balance?

- A. Staff interviews and PDCA cycle implementation
- **B. Needs assessment based on observational data and interviews, ideation, and prototyping**
- C. Review of system budget and resources, identification of solution, implementation, and 6- month check
- D. Empathy for end-user desires, a clear awareness of current state experiences, and identification of issues that can interfere

**Answer: B**

Explanation:

This question falls under Design and Innovation , particularly design thinking , which is a structured, human- centered approach used in patient experience improvement. Option B is correct because it reflects the core stages of design thinking: empathy and needs assessment (through observation and interviews), ideation (generating solutions), and prototyping (testing solutions in real settings) .

This approach effectively bridges the gap between patient desires and organizational constraints by balancing user needs with feasible solutions.

Option A includes important elements but lacks the full structured process. Option C is more traditional project management and not human-centered design. Option D focuses on improvement cycles but does not fully address user-centered innovation. CPXP emphasizes that design thinking ensures solutions are both desirable for patients and feasible within system capabilities .

### NEW QUESTION # 33

Which method is BEST used to engage patients and family members about their concerns and suggestions for improvement in a healthcare organization?

- A. Hold quarterly patient and family focus groups.
- **B. Establish a patient and family advisory council.**
- C. Interview employees who have been patients.
- D. Conduct weekly point of care surveys.

**Answer: B**

Explanation:

This question aligns with Partnership and Advocacy , which emphasizes actively involving patients and families as partners in care design and improvement. Option D (Establish a patient and family advisory council) is the best answer because it creates a formal, ongoing structure for continuous engagement , allowing patients and family members to collaborate directly with healthcare leaders and staff. Advisory councils provide sustained input, co-design opportunities, and meaningful influence on policies, processes, and experience improvements. Option B (focus groups) offers periodic feedback but lacks continuity and partnership depth. Option C (surveys) gathers data but is less interactive. Option A is indirect and does not fully represent authentic patient perspectives. CPXP principles highlight that true partnership is achieved through consistent, structured involvement like advisory councils, not one-time or transactional feedback methods.

### NEW QUESTION # 34

Which of the following play a preeminent role in molding strategic targets, resource allocation, and performance monitoring plans that support an organization ' s vision?

- A. Organizational behavior management
- B. Performance coaching
- **C. Strategic analytics**
- D. Organizational policies and procedures

**Answer: C**

Explanation:

This question aligns with Organizational Culture and Leadership , specifically strategic alignment and decision-making. CPXP principles emphasize that achieving an organization's vision requires data-driven strategy development , including setting priorities, allocating resources, and monitoring outcomes. Option C (Strategic analytics) is correct because it provides the insight and evidence needed to guide strategic targets and evaluate performance over time . Strategic analytics integrates data from multiple sources to inform leadership decisions and ensure alignment with organizational goals. Option A (organizational behavior management) focuses more on influencing staff behavior, not strategic planning. Option B (performance coaching) is important for individual development but not system-level strategy. Option D (policies and procedures) supports operations but does not drive strategic direction. CPXP highlights that analytics is essential for informed leadership and sustainable improvement .

### NEW QUESTION # 35

What is the collective focus of social capital?

- A. How improvement projects are identified
- **B. How people relate to one another**
- C. Increasing volume of business
- D. Identifying and recognizing individual performance

**Answer: B**

Explanation:

This question aligns with Organizational Culture and Leadership , particularly in understanding the role of relationships in organizational effectiveness. Social capital refers to the networks, relationships, trust, and norms that enable collaboration and cooperation among individuals and groups . Option A is correct because social capital is fundamentally about how people relate to one another , including communication, trust, and shared purpose. These elements are critical in healthcare environments where teamwork and collaboration directly impact patient experience and outcomes. Options B, C, and D focus on processes, performance, or business outcomes rather than relational dynamics. CPXP emphasizes that strong social capital fosters engagement, teamwork, and a positive culture , all of which are essential for delivering consistent, patient- centered care and sustaining improvement initiatives.

### NEW QUESTION # 36

What do patient feedback measures capture patient perceptions of?

- A. Where and when things happened
- B. What and when things happened
- C. Where and how frequently things happened
- **D. What and how frequently things happened**

**Answer: D**

Explanation:

This question aligns with Measurement and Analysis , focusing on how patient experience data is captured and interpreted. Patient feedback measures, such as surveys (e.g., HCAHPS), are designed to capture patients' perceptions of what occurred during their care and how often those events happened . Therefore, Option B is correct. These measures focus on frequency-based questions like "How often did nurses listen carefully?" rather than exact timing or location. This approach provides standardized, comparable data that reflects consistency of care delivery. Options A, C, and D emphasize time or location, which are not the primary focus of patient perception surveys. CPXP principles highlight that understanding both what happened and the consistency of those experiences is essential for identifying improvement opportunities and enhancing patient- centered care.

### NEW QUESTION # 37

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