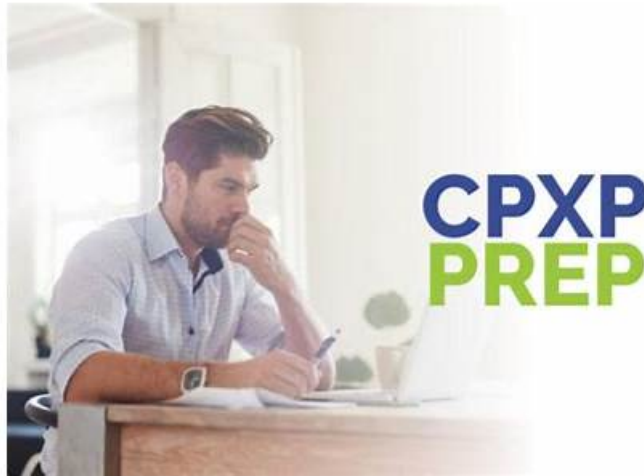


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The Beryl Institute Certified Patient Experience Professional Sample Questions (Q92-Q97):

NEW QUESTION # 92

Which of the following is the BEST example of qualitative data?

- A. Patient satisfaction discharge summary scores
- B. Percentage of patients over age 50 with diabetes
- C. Average length of hospital stay for patients in April
- **D. Patient and family advisory focus group comments**

Answer: D

Explanation:

This question aligns with Measurement and Analysis , specifically distinguishing between qualitative and quantitative data. Option B is correct because qualitative data consists of descriptive, narrative information that captures experiences, perceptions, and insights. Patient and family advisory focus group comments provide rich, detailed feedback that helps explain the "why" behind experiences. In contrast, options A, C, and D are quantitative data , as they involve numerical measurements and statistics. CPXP principles emphasize the importance of combining both data types: quantitative data identifies trends and performance levels, while qualitative data provides context, meaning, and deeper understanding . Qualitative insights are especially valuable in patient experience work because they reveal emotions, unmet needs, and opportunities for improvement that numbers alone cannot fully capture.

NEW QUESTION # 93

What is the median for this group of numbers?

13, 18, 13, 14, 13, 16, 14, 21, 13

- A. 0
- B. 1
- C. 2
- D. 3

Answer: A

Explanation:

This question falls under Measurement and Analysis , which includes understanding and interpreting data to inform decision-making. To find the median , the numbers must first be arranged in ascending order: 13, 13, 13, 14, 14, 16, 18, 21. Since there are 9 values (an odd number) , the median is the middle (5th) value , which is 14 . The median is a key statistical measure used in patient experience data analysis because it is less affected by extreme values (outliers) compared to the mean. In CPXP practice, using the median helps provide a more accurate representation of central tendency in skewed data sets, such as survey responses or wait times. This supports better insights and more reliable decision-making in improving patient experience outcomes.

NEW QUESTION # 94

A clinician ' s understanding of which factors has the GREATEST effect on their ability to manage a patient ' s care and anticipate the outcome of treatment?

- A. The attitude of the patient ' s family toward the patient
- B. The clinician ' s personal attitudes, preferences, and personal values
- C. The patient ' s attitudes about the diagnosis, care, and treatment
- D. The patient ' s attitudes, preferences, and personal values

Answer: D

Explanation:

This question aligns with Partnership and Advocacy , which emphasizes delivering care that is respectful of and responsive to individual patient preferences, needs, and values. Option B is correct because a patient's attitudes, preferences, and personal values form the foundation of patient-centered care and directly influence decision-making, adherence, and outcomes. CPXP principles stress that understanding the whole person-not just their clinical condition-is essential for effective care planning and anticipating outcomes. While attitudes toward diagnosis and treatment (C) are important, they are a subset of broader personal values. Family attitudes (A) and clinician perspectives (D) may influence care, but they are secondary to the patient's own priorities. By aligning care with what matters most to the patient, clinicians can improve engagement, trust, and overall health outcomes.

NEW QUESTION # 95

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

Answer: A

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 # 96

After providing information to a patient or care partner, what can BEST help assess for understanding or adherence?

- A. Empathy statement
- **B. Teach-back technique**
- C. Open-ended questions
- D. Survey responses

Answer: B

Explanation:

This question aligns with Partnership and Advocacy , which emphasizes engaging patients and care partners as active participants in their care through clear communication and shared understanding. The teach-back technique is the most effective method because it directly verifies comprehension by asking patients to restate information in their own words. This ensures that instructions are not only heard but accurately understood, which is critical for adherence and safety. While empathy statements (A) build trust and open-ended questions (C) encourage dialogue, they do not reliably confirm understanding. Survey responses (D) are retrospective and not useful in real-time care interactions. CPXP principles highlight that effective communication must be interactive, patient-centered, and confirm understanding , making teach-back the gold standard for validating comprehension and supporting better outcomes.

NEW QUESTION # 97

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