

CPXP考試指南 - CPXP參考資料

CPXP Practice Exam

During nurse rounding, a mother complains that the whiteboard in her child's room is not always up to date. What is the best FIRST step for the person conducting the rounding? - correct answer Apologize to the mother and thank her for this feedback.

A patient, Mrs. Garza, is agitated as she reaches the registration desk late for her first appointment. After greeting Mrs. Garza, which of the following comments is BEST coming from the receptionist? - correct answer We are glad you are here, sorry you had trouble with the directions, please have a seat and we will be with you shortly

A hospital received a letter from a patient attached to a patient experience survey requesting a review of the patient's inpatient stay, given concerns related to lack of coordinated care among the providers causing financial hardship and stress to the family - correct answer The hospital should treat the communication as a grievance

A hospital patient is extremely upset with the communication from her provider on the plan of care. What is the BEST strategy among the following? - correct answer Listen empathetically to the patient

Is there a timeframe by which a grievance must be resolved? - correct answer On average, 7 days, unless informed that follow up will be provided within a stated number of days.

When is a grievance considered resolved? - correct answer Patient is provided with written notice that contains the name of the organization's contact person, the steps taken on behalf of the patient, the results of the process and date. When the patient receives the letter and is satisfied with the actions taken on his/her behalf the grievance is considered resolved.

Can billing concerns be a grievance? - correct answer Not usually considered

Should I capture info obtained with satisfaction surveys and make them grievances? - correct answer If the patient writes or attaches to the survey and requests resolution, then the complaint is a grievance. Other survey responses are not considered Complaints OR grievances.

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在現在這個競爭激烈的社會裏，有一技之長是可以占很大優勢的。尤其在IT行業中。獲得一些IT認證證書是非常有用的。The Beryl Institute CPXP 是一個檢驗IT專業知識水準認證考試，在IT行業中也是一個分量相當重的認證考試。因為The Beryl Institute CPXP考試難度也比較大，所以很多為了通過The Beryl Institute CPXP 認證考試的人花費了大量的時間和精力學習考試相關知識，但是到最後卻沒有成功。Fast2test為此分析了他們失敗的原因，我們得出的結論是他們沒有經過針對性的培訓。現在Fast2test的專家們為The Beryl Institute CPXP 認證考試研究出了針對性的訓練項目，可以幫你花少量時間和金錢卻可以100%通過考試。

>> CPXP考試指南 <<

CPXP參考資料 - 最新CPXP考題

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最新的 Patient Experience Institute CPXP 免費考試真題 (Q19-Q24):

問題 #19

What would be included as part of a central process when applying Lean principles to health care?

- A. Mystery shopping
- B. Experience diagramming
- C. Community interviewing
- **D. Value stream mapping**

答案: D

解題說明:

This question aligns with Design and Innovation, specifically the application of Lean methodology in healthcare. Option B (Value stream mapping) is correct because it is a core Lean tool used to analyze and visualize the flow of processes, identifying steps that add value and those that create waste. In healthcare, value stream mapping helps teams understand patient flow, reduce delays, eliminate inefficiencies, and improve care delivery. Options A (mystery shopping), C (experience diagramming), and D (community interviewing) are not central Lean tools, although they may support broader experience improvement efforts.

CPXP principles emphasize using structured methodologies like Lean to redesign care processes with a focus on efficiency, quality, and patient-centered outcomes, making value stream mapping a foundational component.

問題 #20

Which policy change BEST reflects respect for the value of family members as partners in a patient's well-being and recovery?

- A. Changing infection prevention policies to allow family pets to visit
- **B. Changing visitation hours to a 24-hour/7-day family access policy**
- C. Changing policy to allow family members to remain directly at the bedside during resuscitation attempts
- D. Changing policy to define care tasks to be done by family members in caring for the patient at home

答案: B

解題說明:

This question aligns with Partnership and Advocacy, which emphasizes recognizing family members as essential partners in care. Option A is correct because implementing a 24/7 open visitation policy directly supports patient- and family-centered care by allowing care partners to be present, engaged, and supportive throughout the care experience. This promotes emotional well-being, improves communication, and strengthens collaboration between staff and families. Option B is not broadly applicable and may conflict with safety standards. Option C shifts responsibility rather than promoting partnership. Option D supports family presence but is limited to a specific situation rather than a system-wide policy. CPXP principles emphasize creating inclusive policies that consistently enable family involvement as partners in healing, decision-making, and recovery.

問題 #21

Which statement BEST describes HCAHPS?

- A. An internal employee engagement survey used only for hospital workforce culture
- B. A financial benchmarking tool for payer reimbursement performance
- **C. A national, standardized, publicly reported survey of patients' perspectives of hospital care**
- D. A complaint-resolution workflow used only in ambulatory clinics

答案: C

解題說明:

This question belongs to Measurement and Analysis because CPXP expects patient experience professionals to use valid data sources and share feedback in ways that inform improvement. HCAHPS stands for Hospital Consumer Assessment of Healthcare Providers and Systems and is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. That makes B the correct answer. In CPXP practice, HCAHPS is valuable because it helps organizations identify performance gaps, compare results over time, and connect patient feedback to improvement priorities. Options A, C, and D are incorrect because they describe other organizational tools, not the core purpose of HCAHPS. In short, HCAHPS is a foundational measurement source for understanding inpatient experience from the patient's perspective and turning that information into action.

問題 #22

Which is the BEST approach to obtaining employee commitment to a new process or initiative designed to improve the patient experience?

- A. Explain at the start of implementation why the change is occurring.
- **B. Involve staff in the design and development of the process.**
- C. Provide incentives to managers for implementation success.
- D. Have managers monitor and measure the process.

答案： B

解題說明：

This question aligns with Organizational Culture and Leadership , particularly employee engagement and change management. Option D is correct because CPXP emphasizes that true commitment comes from involvement and ownership . When staff are actively engaged in the design and development of a process , they are more likely to understand, support, and sustain the change. This participatory approach builds trust, reduces resistance, and leverages frontline insights. Option C (explaining why) is important but not sufficient alone to secure commitment. Option A (monitoring) and Option B (incentives) may drive compliance but not genuine engagement. CPXP highlights that co-creation and collaboration are essential for lasting cultural change , making staff involvement the most effective strategy for achieving meaningful and sustained commitment.

問題 #23

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. Identifying top performers for the purpose of recognition
- D. Encouraging competition among high performers

答案： A

解題說明：

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.

問題 #24

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