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## The Beryl Institute Certified Patient Experience Professional Sample Questions (Q16-Q21):

### NEW QUESTION # 16

Which qualitative research method helps provide the BEST understanding of patients' experiences when a design thinking approach is used?

- A. Research articles
- B. Focus groups
- C. Organizational policy
- D. Case studies

**Answer: B**

Explanation:

This question aligns with Design and Innovation , particularly human-centered design and qualitative research methods. Option A (Focus groups) is correct because design thinking emphasizes deep empathy and understanding of user experiences , which is best achieved through interactive, discussion-based methods.

Focus groups allow participants to share stories, reflect on experiences, and build on each other's insights , providing rich, contextual

understanding of patient needs and perceptions. This aligns with CPXP principles of capturing the voice of the patient in meaningful ways. Option B (case studies) provides detailed examples but lacks interactive exploration. Option C (research articles) offers secondary data, not direct insight. Option D (organizational policy) is not a research method. CPXP highlights that engaging patients directly through qualitative dialogue is essential for effective design and innovation.

#### NEW QUESTION # 17

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

**Answer: A**

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 # 18

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 # 19

Management views turnover as a cause for low patient experience scores. Which is the BEST question for the patient experience professional to ask to give insight into this issue?

- A. Is there a retention bonus in place?
- B. Why do staff leave?
- C. Is the rate improved over the prior year?
- D. What is the turnover rate?

**Answer: B**

Explanation:

This question aligns with Organizational Culture and Leadership, which focuses on understanding workforce engagement, culture

drivers, and their impact on patient experience outcomes. The most effective approach in CPXP practice is to move beyond surface-level metrics and identify root causes of issues affecting staff and, ultimately, patient care. Option A ("Why do staff leave?") is the strongest because it seeks qualitative insight into underlying factors such as burnout, leadership effectiveness, communication gaps, and work environment—all of which directly influence patient experience. Options B and D focus only on quantitative trends, and C is a narrow intervention rather than an exploratory question. CPXP emphasizes that improving experience requires understanding staff needs and culture, as engaged staff are essential to delivering high-quality, patient-centered care.

#### NEW QUESTION # 20

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

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

**Answer: B**

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 # 21

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