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The Beryl Institute Certified Patient Experience Professional Sample Questions (Q108-Q113):

NEW QUESTION # 108

How do service recovery models BEST ensure understanding and resolution of patient and family concerns?

- A. By allowing managers to offer patients compensation
- **B. By empowering all levels of staff to address patient concerns**
- C. By encouraging patients to voice concerns
- D. By offering a formal apology

Answer: B

Explanation:

This question aligns with Organizational Culture and Leadership , particularly around service recovery and accountability. CPXP principles emphasize that effective service recovery requires a proactive, organization- wide approach , where all staff are empowered to respond immediately to patient concerns . Option B is correct because it ensures timely resolution, reduces escalation, and demonstrates a culture of ownership and responsiveness. When frontline staff are empowered, they can address

issues in real time, which is critical to rebuilding trust. Option A (compensation) is only one limited tactic and not the core of service recovery.

Option C (formal apology) is important but insufficient alone. Option D (encouraging patients to speak up) supports feedback but does not ensure resolution. CPXP highlights that empowerment, responsiveness, and accountability are key to effective service recovery systems.

NEW QUESTION # 109

Which tactic is the BEST way to engage staff and gain buy-in?

- A. Provide employees training in improving the patient experience.
- B. Create a mandate that all employees participate in improving the patient experience.
- C. Invite staff to participate in focus groups on improving patient experience.
- **D. Form a patient experience team with front-line staff to improve the patient experience.**

Answer: D

Explanation:

This question aligns with Organizational Culture and Leadership, where engaging staff and building ownership are essential for sustainable patient experience improvement. The most effective tactic is forming a patient experience team with front-line staff, as it directly involves those closest to care delivery in designing and implementing improvements. CPXP principles emphasize that true buy-in comes from participation, ownership, and shared accountability, not just training or passive involvement. Option A (training) builds awareness but not ownership; Option B (focus groups) gathers input but lacks sustained engagement; Option C (mandates) often creates resistance rather than commitment. In contrast, involving front-line staff in a dedicated team empowers them to co-create solutions, fosters accountability, and strengthens a culture of continuous improvement aligned with patient-centered care values.

NEW QUESTION # 110

Proactively meeting the needs of the patient is BEST accomplished through which best practice?

- A. Leader rounding
- B. Bedside shift report
- **C. Hourly rounding**
- D. Bedside surveys

Answer: C

Explanation:

This question falls under Partnership and Advocacy, which emphasizes anticipating and addressing patient needs through consistent engagement and responsiveness. Hourly rounding is a widely recognized best practice in patient experience because it is proactive rather than reactive. During hourly rounds, staff intentionally check on patients at regular intervals to address common needs such as pain, positioning, personal needs, and safety (often referred to as the "4 Ps"). This approach reduces anxiety, prevents issues like falls, and minimizes the need for patients to use call lights. Options B, C, and D are valuable practices but are not primarily designed for continuous proactive need fulfillment. CPXP principles highlight that anticipating patient needs through structured, reliable processes like hourly rounding significantly improves patient satisfaction, safety, and overall experience.

NEW QUESTION # 111

A patient experience professional has received complaints from patients and their families about a lack of communication from the nurses concerning the patients' care. In an effort to build powerful relationships with the care staff, which of the following is the BEST way to engage the patients and their families in communication?

- A. Leadership rounding
- **B. Bedside shift report**
- C. Whiteboard use
- D. Hourly rounding

Answer: B

Explanation:

This question aligns with Partnership and Advocacy, focusing on engaging patients and families as active participants in care. The bedside shift report is the best option because it directly involves patients and families in real-time communication during care transitions. CPXP principles emphasize transparency, inclusion, and shared decision-making, all of which are supported by conducting shift reports at the bedside.

This practice allows patients and families to hear updates, ask questions, clarify information, and contribute to the plan of care, thereby strengthening trust and reducing communication gaps. While hourly rounding and whiteboards support communication, they are more one-directional or supplementary. Leadership rounding is less frequent and indirect. Bedside shift reporting uniquely ensures consistent, interactive, and patient-centered communication, making it the most effective approach.

NEW QUESTION # 112

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

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 # 113

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