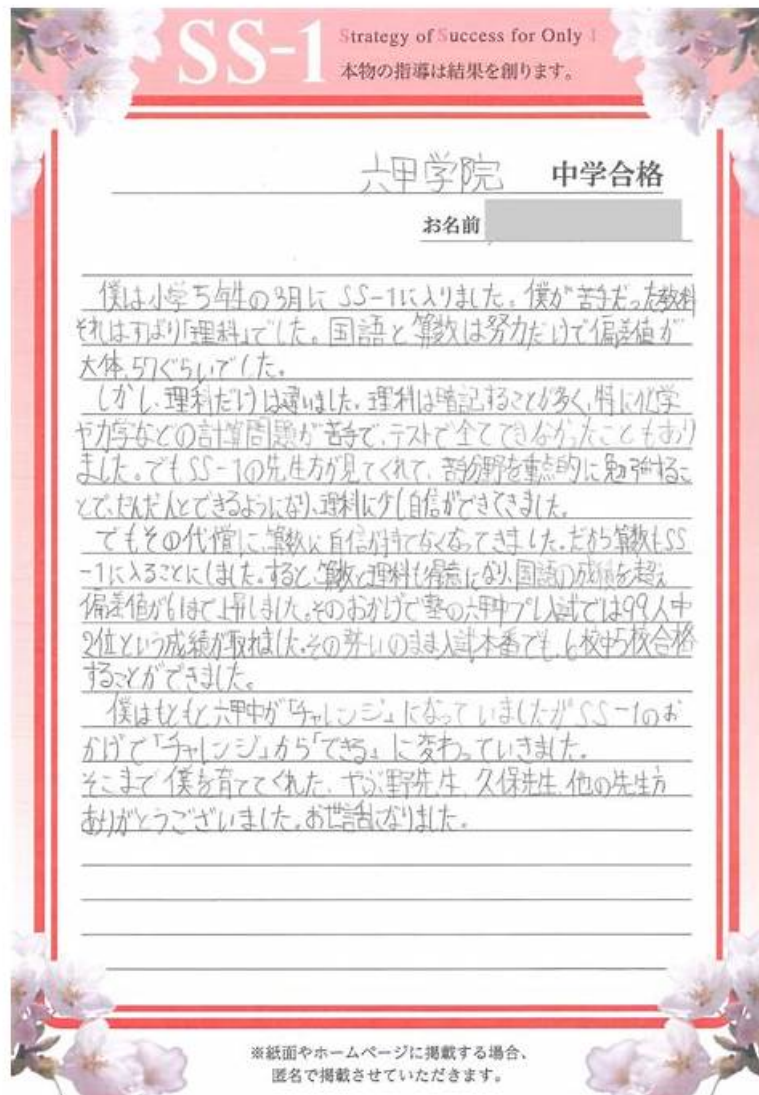


CPXP合格体験談 & CPXP復習解答例



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>> CPXP合格体験談 <<

CPXP試験の準備方法 | 有難いCPXP合格体験談試験 | 実際のCertified Patient Experience Professional復習解答例

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The Beryl Institute Certified Patient Experience Professional 認定 CPXP 試験問題 (Q143-Q148):

質問 # 143

A non-English-speaking patient is asking questions that indicate a lack of understanding of the procedure that the patient is about to undergo. Which component of the patient's rights has been neglected?

- A. Confidentiality of personal health information
- **B. Informed consent**
- C. Respect for cultural diversity
- D. Patient's right to file a complaint

正解: B

解説:

This question aligns with Partnership and Advocacy, which emphasizes ensuring patients are fully informed, respected, and actively involved in their care decisions. Option C (Informed consent) is correct because informed consent requires that patients clearly understand the nature, risks, benefits, and alternatives of a procedure before agreeing to it. A language barrier preventing understanding means consent is not truly informed. Healthcare organizations are responsible for providing qualified interpreters or language services to ensure comprehension. Option A (cultural respect) is important but does not directly address understanding of the procedure. Option B (confidentiality) and Option D (right to complain) are unrelated to the issue described. CPXP principles stress that effective communication and comprehension are essential to ethical, patient-centered care and shared decision-making.

質問 # 144

Which of the following is the MOST critical consideration when communicating information to a diverse audience?

- **A. Keep wording straightforward.**
- B. Use stories to convey a point.
- C. Include analogies or metaphors.
- D. Provide detailed explanations.

正解: A

解説:

This question aligns with Partnership and Advocacy, particularly effective communication across diverse populations. Option A is correct because CPXP emphasizes the importance of clear, simple, and straightforward language to ensure understanding among individuals with varying levels of health literacy, cultural backgrounds, and communication preferences. Using plain language reduces confusion, supports equity, and improves patient comprehension and engagement. Option B (detailed explanations) may overwhelm or confuse some audiences. Option C (stories) and Option D (analogies) can be helpful tools but are not as universally effective as clear, direct language. CPXP highlights that communication should be accessible, inclusive, and easy to understand, making straightforward wording the most critical factor when addressing a diverse audience.

質問 # 145

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

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

正解: A

解説:

This question aligns with Partnership and Advocacy, which emphasizes actively involving patients and families as partners in care design and improvement. Option A (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.

質問 # 146

Which statement is TRUE about transformational leadership?

- A. It is especially effective under strict timelines and resource constraints.
- **B. It focuses on increasing employee motivation and engagement.**
- C. It promotes compliance with existing organizational goals through supervision.
- D. It is task- and outcome-oriented.

正解: B

解説:

This question aligns with Organizational Culture and Leadership , specifically leadership styles that influence patient experience culture. Transformational leadership focuses on inspiring, motivating, and engaging employees to achieve a shared vision and drive meaningful change. CPXP emphasizes that improving patient experience requires leaders who empower staff, foster emotional connection to purpose, and encourage innovation , all of which are hallmarks of transformational leadership. Option D accurately reflects this by highlighting motivation and engagement. In contrast, Options A, B, and C describe more transactional or directive leadership styles , which focus on tasks, compliance, and short-term outcomes rather than long-term cultural transformation. Transformational leaders build trust, inspire commitment, and create an environment where staff feel valued and motivated to deliver exceptional patient-centered care.

質問 # 147

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

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

正解: A

解説:

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.

質問 # 148

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