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CPXP Exam Study Guide Actual Test | Questions and Answers 100% Correct | latest update 2024

How did the report of quality measures to CMS begin? - Answer Hospitals could voluntarily report quality measures starting in 2001- adapting to current state from there

What is HCAHPS - Answer Hospital Consumer Assessment of Healthcare Providers and System

What are some metrics for outcome of care? - Answer mortality, readmission, complications, hospital associated infections

Describe "Pay for performance" - Answer provide financial incentives to hospitals, physicians, and other providers to carry out improvement and achieve optimal outcomes for patients

What are some reasons patients may not voice their complaints? - Answer Don't know where to complain, afraid of retribution, not worth the trouble

What are the IOM six aims of for quality (established in 2001) - Answer Safe, time, effective, efficient, equitable, patient-centered (STEEEP)

What is the IHI triple aim? - Answer improve patient experience, improve health of populations, reduce per capita cost

Describe health literacy - Answer capacity to obtain, process and understand basic health information needed to make appropriate health decisions

What percentage of adults are estimated to have a proficient health literacy - Answer 12 %

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The Beryl Institute Certified Patient Experience Professional Sample Questions (Q49-Q54):

NEW QUESTION # 49

Which communication framework is BEST utilized to frame crucial conversations between care team members?

- A. ADKAR
- **B. SBAR**
- C. REDE
- D. LAST

Answer: B

Explanation:

This question aligns with Partnership and Advocacy , specifically effective communication among care team members to ensure safe, coordinated, and patient-centered care. Option D (SBAR) is correct because it is a widely used, structured communication framework designed for clear, concise, and standardized information exchange between healthcare professionals . SBAR stands for Situation, Background, Assessment, and Recommendation, and is especially effective during critical conversations such as handoffs, escalations, or urgent updates. Option A (ADKAR) is a change management model, Option B (LAST) is used for service recovery communication with patients, and Option C (REDE) focuses on patient-provider relationship building. CPXP principles emphasize that structured communication tools like SBAR improve clarity, reduce errors, and enhance teamwork, ultimately improving patient safety and experience.

NEW QUESTION # 50

What is the FIRST step in creating cultural change in an organization?

- **A. Creating a sense of urgency**
- B. Creating empathy among employees
- C. Creating a sense of engagement
- D. Creating a sense of commitment

Answer: A

Explanation:

This question aligns with Organizational Culture and Leadership , where CPXP emphasizes structured change management principles to drive sustainable transformation. The first step in creating cultural change is establishing a sense of urgency , a concept strongly supported by Kotter's change model. Creating urgency helps individuals understand why change is necessary and why it must happen now , which is critical to overcoming resistance and inertia within organizations. In patient experience work, urgency may stem from patient feedback, safety concerns, or performance gaps. Without urgency, efforts to build commitment, engagement, or empathy are less effective because stakeholders may not feel compelled to act. CPXP highlights that successful culture change begins by aligning people around a shared recognition of the need for improvement, making urgency the essential starting point.

NEW QUESTION # 51

While facilitating a virtual patient and family advisory council meeting, which approach may help elicit group engagement?

- A. Direct responses to the chat function.
- B. Create an agenda with multiple presentations.
- C. Private message individual participants.
- **D. Encourage cameras be turned on.**

Answer: D

Explanation:

This question aligns with Partnership and Advocacy , which focuses on engaging patients and families as active partners. In virtual environments, fostering connection and trust is essential for meaningful participation. Option A (Encourage cameras be turned on) is the best approach because it promotes visual connection, nonverbal communication, and a sense of presence , all of which are critical for engagement and relationship-building. Seeing participants helps facilitators read reactions, encourage dialogue, and create

a more inclusive and interactive environment. Option B limits interaction to text, which may reduce depth of engagement. Option C may isolate individuals rather than promote group participation. Option D shifts focus to passive listening rather than active contribution. CPXP principles emphasize creating environments that encourage open dialogue, trust, and shared partnership.

NEW QUESTION # 52

When engaged in organizational transformation, which of the following is directly proportional to the probability of success?

- A. Cross functional accountability experienced in the organization
- **B. Senior executive ' s commitment and level of personal involvement**
- C. Competency and knowledge of management and the front-line staff
- D. Degree to which adequate preparation and planning occurred at the onset

Answer: B

Explanation:

This question aligns with Organizational Culture and Leadership , particularly large-scale transformation and change success factors. Option B is correct because the commitment and active involvement of senior leadership is consistently identified as the most critical factor directly proportional to successful transformation. CPXP principles emphasize that leaders set priorities, allocate resources, model behaviors, and sustain momentum. Without visible and sustained executive engagement, improvement initiatives often lose direction and support. While planning (A), staff competency (C), and accountability structures (D) are important, they are all influenced and enabled by leadership commitment. Strong executive sponsorship ensures alignment across the organization, reinforces cultural expectations, and drives accountability, making it the most decisive factor in achieving successful patient experience transformation outcomes.

NEW QUESTION # 53

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

Answer: B

Explanation:

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.

NEW QUESTION # 54

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