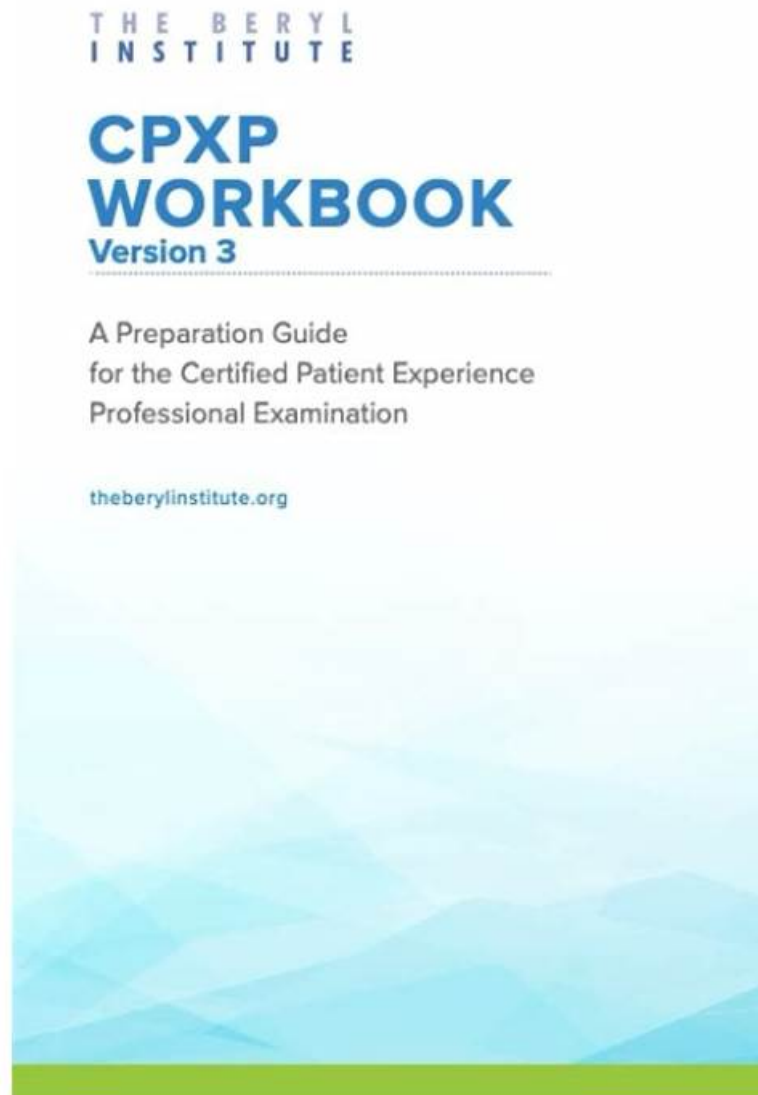


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## The Beryl Institute Certified Patient Experience Professional Sample Questions (Q123-Q128):

### NEW QUESTION # 123

What is a starting point for change management that can affect how leaders, health workers, and staff engage with the patient experience professional?

- A. Setting a timeline for change that coincides with performance evaluations
- B. Skills training to make the change successful
- C. Hiring new staff who agree change is needed
- **D. Awareness of the need for change and why the change matters**

**Answer: D**

Explanation:

This question aligns with Organizational Culture and Leadership , specifically principles of change management . The most critical starting point in any change initiative is creating awareness of the need for change and understanding why it matters , making Option A correct. Without this foundational awareness, staff are unlikely to engage, support, or sustain change efforts. This aligns with established change models (such as ADKAR), where awareness is the first step before building desire, knowledge, and ability. Option B (training) is important but comes after awareness. Option C is unrealistic and not sustainable, and Option D focuses on structure rather than engagement. CPXP emphasizes that successful patient experience transformation begins with clearly communicating the purpose, urgency, and value of change to all stakeholders

### NEW QUESTION # 124

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

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

**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 # 125

Which is the BEST method to motivate staff to make patient-centered changes?

- A. Read a patient complaint letter.
- **B. Invite a former patient to share his or her story.**
- C. Post organizational scores in the lobby.
- D. Post department and unit scores in the breakroom.

**Answer: B**

Explanation:

This question aligns with Organizational Culture and Leadership , particularly strategies to engage and inspire staff toward patient-centered care. CPXP principles emphasize the power of storytelling and emotional connection to drive meaningful change. Option B

is the best answer because inviting a former patient to share their story creates a direct emotional impact, helping staff understand the human side of care and reinforcing purpose. This approach fosters empathy, reflection, and intrinsic motivation. Option A may raise awareness but often focuses on negative feedback, which can lead to defensiveness rather than inspiration. Options C and D rely on performance data, which are important for measurement but are less effective in motivating behavioral change. CPXP highlights that patient stories are one of the most powerful tools for influencing culture and sustaining engagement.

#### NEW QUESTION # 126

What should healthcare organizations do to ensure more equitable health outcomes and a better patient experience?

- A. Ensure an understanding of the social determinants of health that influence a patient's life.
- B. Engage the communities they serve in understanding the bias they believe exists.
- C. Work closely with community organizations to bring care to where people are.
- D. Provide comprehensive diversity and inclusion training for all staff.

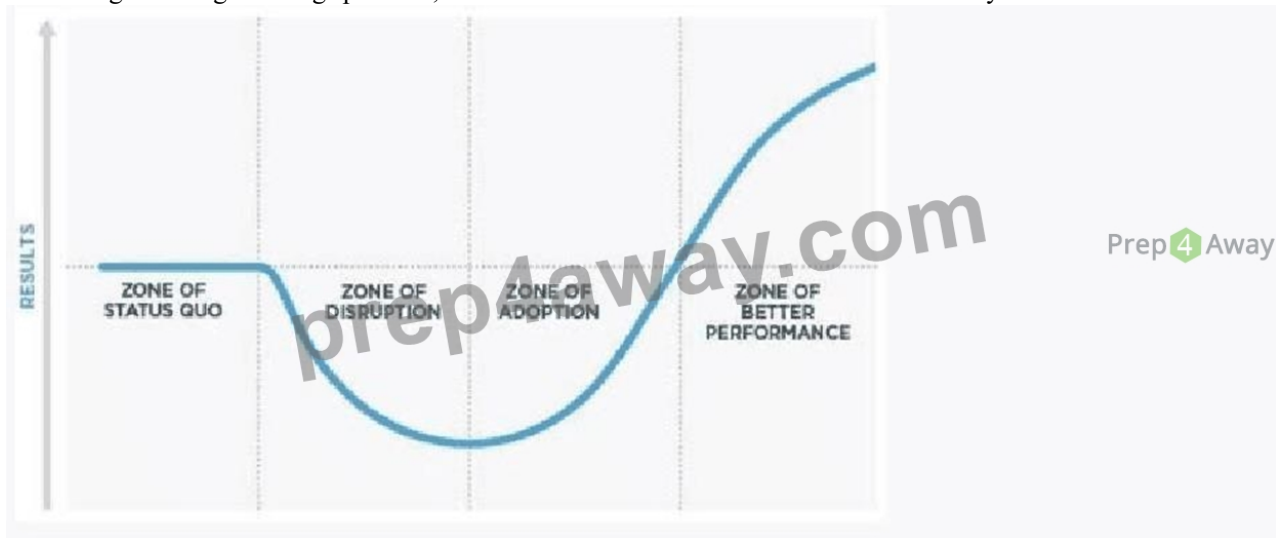
**Answer: A**

Explanation:

This question aligns with Partnership and Advocacy, particularly the focus on equity and whole-person care. Option D is correct because understanding the social determinants of health (SDOH) - such as socioeconomic status, education, environment, and access to resources - is foundational to achieving equitable outcomes. CPXP principles emphasize that patient experience cannot be improved without recognizing the broader life factors that impact health behaviors, access to care, and outcomes. While diversity training (A), community partnerships (B), and engagement (C) are all important strategies, they are built upon a deeper understanding of these underlying influences. By addressing SDOH, organizations can tailor care, reduce disparities, and create more inclusive, patient-centered experiences that meet individuals where they are in their life context.

#### NEW QUESTION # 127

Referencing the Change Model graph below, where in these zones does "The Point of Decision" usually occur?



- A. In between the "Zone of Status Quo" and "Zone of Disruption"
- B. In between the "Zone of Disruption" and "Zone of Adoption"
- C. At the midpoint of the "Zone of Status Quo"
- D. In between the "Zone of Adoption" and "Zone of Better Performance"

**Answer: B**

Explanation:

This question aligns with Organizational Culture and Leadership, particularly change management concepts used in patient experience transformation. The "Point of Decision" typically occurs between the Zone of Disruption and the Zone of Adoption, where individuals and teams decide whether to embrace or resist the change. During disruption, performance often declines and uncertainty increases, creating discomfort. At this critical transition point, stakeholders must choose to commit to new behaviors and processes or revert to old habits. CPXP emphasizes that leadership support, clear communication, and reinforcement are essential at this stage to help individuals move forward into adoption. Successfully navigating this point leads to improved performance, while

failure to do so can stall or derail change initiatives.

## NEW QUESTION # 128

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












































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