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## The Beryl Institute Certified Patient Experience Professional Sample Questions (Q24-Q29):

### NEW QUESTION # 24

Which BEST describes a team that has reached consensus?

- A. At least 90% of the team members totally agree with the decision.
- B. All team members answer that they are happy with the decision.
- C. All team members are involved in the final solution and are committed to supporting the decision.
- D. At least 90% of the team members felt included and participated in discussions, sharing their opinions about the issue.

**Answer: C**

Explanation:

This question aligns with Organizational Culture and Leadership , particularly in team dynamics and decision- making. In CPXP principles, consensus does not mean unanimous agreement or complete satisfaction , but rather that all team members have been heard, understand the decision, and are willing to support it moving forward . Option C best reflects this definition, as it emphasizes both involvement in the process and commitment to implementation , which are critical for effective teamwork and sustainable change. Options A and D incorrectly equate consensus with agreement or happiness, while Option B focuses only on participation without ensuring commitment. CPXP highlights that strong organizational culture depends on collaborative decision-making and

shared accountability , where individuals may not fully agree but still actively support the chosen direction.

#### NEW QUESTION # 25

What is the relationship between domains and the overall score within patient experience/satisfaction data?

- A. Average
- **B. Impact**
- C. Trend
- D. Correlation

**Answer: B**

Explanation:

This question aligns with Measurement and Analysis , specifically how different domains (e.g., communication, responsiveness, environment) relate to overall patient experience scores. Option C (Impact) is correct because it describes how strongly each domain influences the overall score. CPXP principles emphasize using driver analysis to identify which domains have the greatest effect on overall patient perception, allowing organizations to prioritize improvement efforts strategically. While correlation (B) measures statistical relationships, impact goes further by identifying which areas most influence outcomes .

Average (A) simply summarizes data, and trend (D) shows changes over time. Understanding impact enables healthcare organizations to focus resources on the domains that will yield the greatest improvement in overall patient experience scores.

#### NEW QUESTION # 26

Which is the MOST effective example of staff recognition?

- A. Posting patient experience scores in public areas for everyone to see
- B. Reading a positive patient letter during a town hall meeting
- **C. Thanking the staff for their efforts during a personal visit from the senior leader**
- D. Sharing positive patient comments in the organization's newsletters

**Answer: C**

Explanation:

This question aligns with Organizational Culture and Leadership , which emphasizes staff engagement, recognition, and creating a culture of appreciation. The most effective recognition in CPXP practice is personal, timely, and meaningful . Option D is correct because a direct, personal acknowledgment from a senior leader demonstrates genuine appreciation, reinforces desired behaviors, and strengthens emotional connection with staff. This type of recognition is more impactful than generalized or indirect methods. Option A and B provide recognition but are less personal and may not directly reach or resonate with the individual staff member. Option C focuses on performance transparency rather than recognition. CPXP principles highlight that authentic, individualized recognition from leadership is a key driver of staff engagement, which directly influences patient experience outcomes.

#### NEW QUESTION # 27

When implementing a patient experience cultural transformation following John Kotter ' s 8-Step Change Model, what step comes AFTER creating a sense of urgency?

- A. Removing barriers to change
- B. Making change a continuous process
- C. Creating a strategic vision
- **D. Forming a guiding coalition**

**Answer: D**

Explanation:

This question aligns with Organizational Culture and Leadership , specifically structured change management frameworks used in patient experience transformation. According to Kotter's 8-Step Change Model , the step immediately following creating a sense of urgency is forming a guiding coalition (Option B) . This involves assembling a group of influential leaders and stakeholders who have the credibility, expertise, and authority to drive the change effort forward. CPXP principles emphasize that sustainable cultural transformation requires strong leadership alignment and collaboration early in the process. Without a committed coalition, initiatives often lack direction, support, and momentum. The other options represent later steps in the model-creating vision (A), removing

barriers (C), and sustaining change (D). Establishing a guiding coalition ensures that the organization has the leadership foundation necessary to successfully advance patient experience improvements.

### NEW QUESTION # 28

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 # 29

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