

# Certified Patient Experience Professional Exam Training Torrent & CPXP Online Test Engine & Certified Patient Experience Professional Free Pdf Study

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1 | Page

CPXP Certified Patient Experience Professional  
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Patient Experience definition (Beryl Institute) **correct-answer** The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

CIQ **correct-answer** Cultural IQ test: Measures cultural engagement with 10 questions on a scale of 1-10

What 3 elements do patients use in choosing healthcare? **correct-answer** 1- Cost  
2- Quality  
3- Service

transformational leadership **correct-answer** inspiring and championing followers to make the best decisions so that they might become leaders

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## The Beryl Institute Certified Patient Experience Professional Sample Questions (Q115-Q120):

### NEW QUESTION # 115

What do patient feedback measures capture patient perceptions of?

- A. What and when things happened
- B. Where and when things happened
- C. What and how frequently things happened
- D. Where and how frequently things happened

**Answer: C**

Explanation:

This question aligns with Measurement and Analysis, focusing on how patient experience data is captured and interpreted. Patient feedback measures, such as surveys (e.g., HCAHPS), are designed to capture patients' perceptions of what occurred during their care and how often those events happened. Therefore, Option B is correct. These measures focus on frequency-based questions like "How often did nurses listen carefully?" rather than exact timing or location. This approach provides standardized, comparable data that reflects consistency of care delivery. Options A, C, and D emphasize time or location, which are not the primary focus of patient perception surveys. CPXP principles highlight that understanding both what happened and the consistency of those experiences is essential for identifying improvement opportunities and enhancing patient-centered care.

### NEW QUESTION # 116

A clinician's understanding of which factors has the GREATEST effect on their ability to manage a patient's care and anticipate the outcome of treatment?

- A. The patient's attitudes, preferences, and personal values
- B. The clinician's personal attitudes, preferences, and personal values
- C. The patient's attitudes about the diagnosis, care, and treatment
- D. The attitude of the patient's family toward the patient

**Answer: A**

Explanation:

This question aligns with Partnership and Advocacy, which emphasizes delivering care that is respectful of and responsive to individual patient preferences, needs, and values. Option A is correct because a patient's attitudes, preferences, and personal values form the foundation of patient-centered care and directly influence decision-making, adherence, and outcomes. CPXP principles stress that understanding the whole person—not just their clinical condition—is essential for effective care planning and anticipating outcomes. While attitudes toward diagnosis and treatment (C) are important, they are a subset of broader personal values. Family attitudes (A) and clinician perspectives (D) may influence care, but they are secondary to the patient's own priorities. By aligning care with what matters most to the patient, clinicians can improve engagement, trust, and overall health outcomes.

### NEW QUESTION # 117

What impact do personalized treatment plans have in effective patient engagement?

- A. Decreased staff turnover
- B. Broader research opportunities
- C. Increased hospital throughput
- D. Improved quality of the experience

**Answer: D**

Explanation:

This question aligns with Partnership and Advocacy , which emphasizes individualized, patient-centered care and active engagement. Personalized treatment plans are designed to reflect each patient's unique preferences, values, needs, and circumstances, making Option D correct. When patients feel that care is tailored specifically to them, they are more likely to be engaged, adhere to treatment plans, and experience greater satisfaction. This approach strengthens trust, improves communication, and enhances emotional and clinical outcomes. Options A, B, and C may be indirect or secondary effects but are not the primary impact of personalization. CPXP principles highlight that meaningful patient engagement is achieved when care is co- created and individualized , ultimately leading to a higher quality, more positive patient experience.

#### NEW QUESTION # 118

A nurse is tasked with looking into a patient grievance and reporting the findings to the patient advocacy department. What is the BEST way to get detailed information about what occurred?

- A. Read the patient's grievance.
- B. Interview the patient advocate.
- C. Conduct a Kaizen event.
- **D. Go to the Gemba.**

**Answer: D**

Explanation:

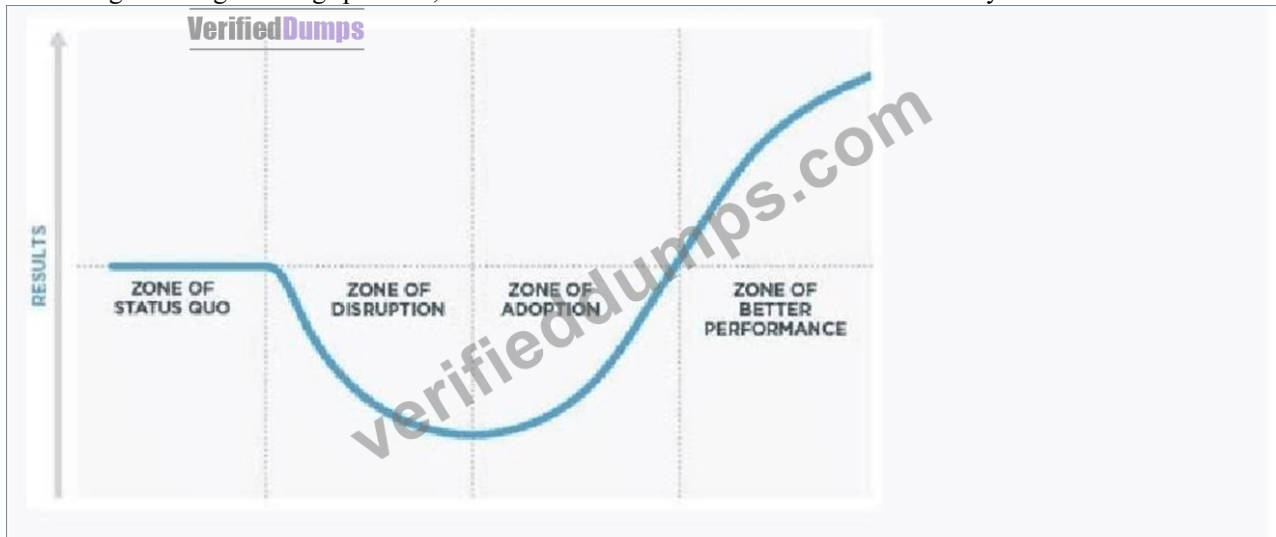
This question aligns with Measurement and Analysis , particularly root cause understanding and fact-finding.

Option A (Go to the Gemba) is correct because Lean and CPXP principles emphasize the importance of observing the actual environment where the event occurred to gather accurate, firsthand information.

"Gemba" means the real place , and going there allows the nurse to directly see workflows, interactions, and contextual factors that contributed to the grievance. This approach provides richer and more reliable insight than secondhand reports. Option B (Kaizen event) is for improvement, not initial investigation. Option C (reading the grievance) offers limited, subjective information. Option D (interviewing the advocate) provides indirect insight. CPXP stresses that effective analysis begins with direct observation and understanding of real conditions to ensure accurate conclusions and meaningful improvements.

#### NEW QUESTION # 119

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



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

**Answer: A**

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 # 120

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