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The Beryl Institute Certified Patient Experience Professional Sample Questions (Q59-Q64):

NEW QUESTION # 59

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

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

Answer: D

Explanation:

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.

NEW QUESTION # 60

In which stage of the ADKAR change management model would recognition efforts MOST LIKELY take place?

- A. Awareness
- B. Desire
- C. Sustainment
- D. Ability

Answer: C

Explanation:

This question aligns with Organizational Culture and Leadership , specifically change management frameworks like ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement/Sustainment).

Recognition efforts most commonly occur in the Sustainment (Reinforcement) stage , making Option D correct. In this phase, organizations focus on reinforcing desired behaviors, maintaining momentum, and preventing regression to old habits. CPXP principles emphasize that recognition and reward systems are key strategies to embed change into organizational culture by acknowledging individuals and teams who demonstrate desired behaviors. While earlier stages (Awareness, Desire, Ability) focus on building understanding, motivation, and capability, recognition is most impactful after change has been implemented to ensure it is sustained over time. Reinforcement through recognition helps solidify long-term adoption and supports a culture of continuous improvement.

NEW QUESTION # 61

An increasing number of patients and family members believe that their treatment plans are wrong. Unit leaders report high census, staffing challenges, and difficult patient behaviors. What is the FIRST step a patient experience professional should take to address this situation?

- A. Seek additional information by reaching out to friends and colleagues who have been patients and ask whether they have had similar experiences.
- B. Seek additional information by reaching out to patients and families to ask about their involvement in the care process.
- C. Create communications training for front-line staff and physicians.
- D. Work with unit leaders to develop and add a custom question to the patient experience survey.

Answer: B

Explanation:

This question aligns with Measurement and Analysis , which emphasizes understanding the root cause of experience issues before implementing solutions. The key phrase is "FIRST step," which in CPXP practice is always to gather meaningful, direct feedback from the actual patients and families involved . Option B is correct because it prioritizes real-time, qualitative insight into patient perceptions, particularly around involvement in care decisions-an essential driver of trust and experience. Option A (training) is premature without understanding the underlying issue. Option C (survey changes) is slower and less actionable for immediate understanding. Option D is not valid, as it relies on anecdotal and non-representative input. CPXP stresses that effective improvement begins with listening to the voice of the patient to inform targeted interventions .

NEW QUESTION # 62

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. Making change a continuous process
- B. Removing barriers to change
- 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 # 63

Which should be the FIRST step in implementing a bedside shift report as a new process?

- A. Mandating the expectation that shift report must occur at the bedside every time
- **B. Establishing with staff why they need to change their current practice**
- C. Having nurses commit in writing that reports will occur at the bedside
- D. Providing education to staff about how to do shift report at the bedside

Answer: B

Explanation:

This question aligns with Organizational Culture and Leadership, particularly change management and staff engagement. CPXP principles emphasize that successful implementation of new processes begins with creating understanding and buy-in among staff. Option C is correct because establishing why the change is necessary builds purpose, reduces resistance, and fosters intrinsic motivation. Without this foundation, staff may comply superficially but not sustain the change. Option A (education) is important but should come after staff understand the reason for change. Option B (mandating) can create resistance and does not support a positive culture. Option D (written commitment) is premature without engagement. CPXP highlights that sustainable culture change starts with shared purpose, communication, and alignment, ensuring staff feel involved rather than forced into new practices.

NEW QUESTION # 64

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Now in such society with a galaxy of talents, stabilizing your job position is the best survival method. But stabilizing job position is not so easy. When others are fighting to improve their vocational ability, if you still making no progress and take things as they are, then you will be eliminated. In order to stabilize your job position, you need to constantly improve your CPXP professional ability and keep up with the pace of others to let you not fall far behind others.

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