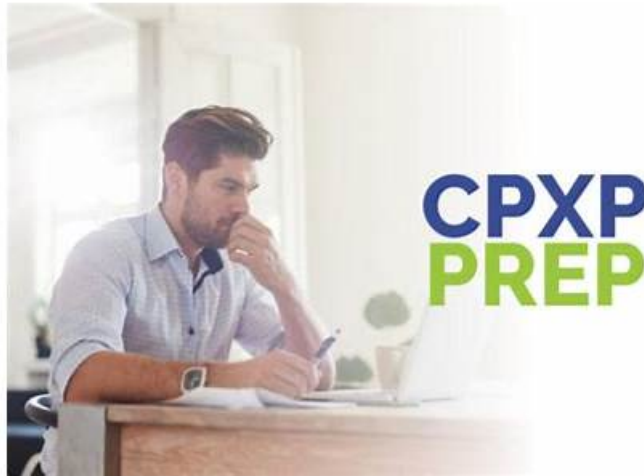


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## The Beryl Institute Certified Patient Experience Professional Sample Questions (Q119-Q124):

### NEW QUESTION # 119

Which policy change BEST reflects respect for the value of family members as partners in a patient's well-being and recovery?

- A. Changing policy to define care tasks to be done by family members in caring for the patient at home
- **B. Changing visitation hours to a 24-hour/7-day family access policy**
- C. Changing policy to allow family members to remain directly at the bedside during resuscitation attempts
- D. Changing infection prevention policies to allow family pets to visit

**Answer: B**

Explanation:

This question aligns with Partnership and Advocacy, which emphasizes recognizing family members as essential partners in care. Option A is correct because implementing a 24/7 open visitation policy directly supports patient- and family-centered care by allowing care partners to be present, engaged, and supportive throughout the care experience. This promotes emotional well-being, improves communication, and strengthens collaboration between staff and families. Option B is not broadly applicable and may

conflict with safety standards. Option C shifts responsibility rather than promoting partnership. Option D supports family presence but is limited to a specific situation rather than a system-wide policy. CPXP principles emphasize creating inclusive policies that consistently enable family involvement as partners in healing, decision-making, and recovery.

#### NEW QUESTION # 120

Of the following process improvement methodologies, which MOST directly engages the customer in the process?

- A. Six Sigma
- **B. Experience-Based Design**
- C. Lean
- D. Total Quality Management

**Answer: B**

Explanation:

This question aligns with Design and Innovation, which focuses on creating solutions that are human-centered and co-designed with patients and families. Experience-Based Design (EBD) is the methodology that most directly engages the customer (patient) in the improvement process. EBD emphasizes co-design, where patients, families, and staff work together to understand experiences and redesign services based on real needs and emotions. In contrast, Lean, Six Sigma, and Total Quality Management primarily focus on efficiency, variation reduction, and process control, often relying more on internal analysis than direct customer involvement. CPXP highlights that meaningful patient experience improvement requires actively partnering with patients, making EBD the most aligned approach for directly engaging customers in designing better care experiences.

#### NEW QUESTION # 121

What is the BEST way to engage physicians in improving the patient experience?

- **A. Create a meaningful physician recognition program.**
- B. Explain to the physicians about value in health care.
- C. Review all the negative comments that they receive.
- D. Ensure they understand the goals of the institution.

**Answer: A**

Explanation:

This question aligns with Organizational Culture and Leadership, focusing on effective strategies to engage physicians in patient experience improvement. The most effective approach is to create a meaningful physician recognition program, as it reinforces positive behaviors and motivates continued engagement.

CPXP emphasizes that recognition and positive reinforcement are powerful tools for influencing behavior change, especially among physicians who value peer acknowledgment and professional respect. Option A promotes a culture of appreciation and highlights desired behaviors, making improvement efforts more sustainable. In contrast, focusing only on negative feedback (Option B) can create defensiveness, while simply explaining value (Option C) or goals (Option D) may not drive meaningful behavior change. Engaging physicians requires aligning motivation with recognition and purpose, making this the most impactful strategy.

#### NEW QUESTION # 122

Which is a key FIRST step for a patient experience professional in implementing a patient and family advisory council?

- **A. Working with leadership and staff to get buy-in**
- B. Inviting community members to join
- C. Meeting with current volunteers to gather ideas
- D. Assembling written training materials

**Answer: A**

Explanation:

This question aligns with Organizational Culture and Leadership, particularly in building sustainable structures for patient engagement. Option A is correct because the first and most critical step is securing leadership and staff buy-in, which ensures organizational support, resources, and alignment with strategic goals. CPXP emphasizes that without internal commitment, initiatives like patient and family advisory councils may lack authority, participation, or sustainability. Establishing buy-in helps define purpose,

clarify expectations, and integrate the council into the organization's culture. Option A (training materials) and Option B (inviting members) are later steps once structure and support are in place. Option C (meeting volunteers) may provide insight but does not establish formal support. CPXP highlights that strong leadership alignment is foundational for successful patient partnership initiatives

### NEW QUESTION # 123

Research has shown that better patient experience positively impacts which of the following operational outcomes?

- A. Wait time
- B. Staff-to-patient ratio
- C. Staff turnover
- D. Access to care

**Answer: C**

Explanation:

This question aligns with Organizational Culture and Leadership, which emphasizes the connection between patient experience, workforce engagement, and organizational outcomes. Research consistently shows that a positive patient experience environment is strongly linked to improved staff engagement and reduced burnout, which directly impacts staff turnover (Option D). When organizations prioritize patient-centered care, they also tend to foster supportive cultures where employees feel valued, heard, and motivated. This leads to higher retention and lower turnover rates. While access (A), wait time (B), and staffing ratios (C) are operational factors, they are not as directly influenced by patient experience initiatives as workforce stability is. CPXP principles highlight that engaged staff create better patient experiences, and in turn, positive environments help retain staff, reinforcing a cycle of organizational success.

### NEW QUESTION # 124

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