

# Top CPXP Exam Vce Free PDF | High Pass-Rate Valid CPXP Test Sample: Certified Patient Experience Professional



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## Valid The Beryl Institute CPXP Test Sample, CPXP Valid Exam Fee

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## The Beryl Institute Certified Patient Experience Professional Sample

## Questions (Q67-Q72):

### NEW QUESTION # 67

Which are the MOST utilized data sources for evaluating service?

- A. Compliment data and focus groups
- **B. Patient (or family) complaints and patient satisfaction data**
- C. Post-visit phone call feedback
- D. Service recovery logs and community advisory committees

**Answer: B**

Explanation:

This question aligns with Measurement and Analysis, focusing on commonly used data sources to evaluate patient experience and service performance. Option D is correct because patient complaints and patient satisfaction data are the most widely utilized and standardized sources across healthcare organizations. These data sources provide both quantitative metrics (e.g., survey scores) and qualitative insights (e.g., complaint narratives), offering a comprehensive view of performance. CPXP principles emphasize that complaints highlight gaps and opportunities for improvement, while satisfaction data allows benchmarking and trend analysis over time. Although compliments (A), service recovery logs (B), and phone feedback (C) are useful, they are typically supplemental. Complaints and satisfaction data remain the primary, consistent, and actionable sources for evaluating and improving patient experience.

### NEW QUESTION # 68

Which is the MOST reliable way of communicating survey performance to key stakeholders as part of the improvement process?

- A. Development and implementation of a comprehensive dashboard for leadership with all care experience performance metrics that are being tracked
- **B. Development of an organization-wide dashboard down to the department level shared broadly and regularly with leaders, providers, and staff**
- C. Development of a list of websites for employees to use in order to access organization and department-level data when needed
- D. Development of performance reports by individual teams posted on communication boards

**Answer: B**

Explanation:

This question belongs to Measurement and Analysis because the official CPXP framework for Domain II includes not only gathering and analyzing patient experience data, but also "communicate and transparently share data and other feedback to inspire and inform action." Option C is the strongest choice because it creates a standardized, transparent, organization-wide dashboard that reaches the department level and is shared broadly and regularly with leaders, providers, and staff. That makes the information timely, actionable, and useful for improvement across all stakeholder groups. Option A is too fragmented, Option B depends on people searching for data only when needed, and Option D limits visibility mainly to leadership rather than promoting shared accountability for improvement throughout the organization.

### NEW QUESTION # 69

Which of the following is a core element to facilitating a focus group?

- **A. The group has a trained moderator.**
- B. The group includes a minimum of 25 people.
- C. The group generates quantitative information.
- D. The group discusses multiple topics.

**Answer: A**

Explanation:

This question aligns with Measurement and Analysis, particularly qualitative data collection methods. A trained moderator (Option A) is a core element of an effective focus group because they guide discussion, ensure balanced participation, and maintain focus on the objectives. CPXP principles emphasize that skilled facilitation is essential to eliciting meaningful insights, managing group dynamics, and avoiding bias. Option B is incorrect because focus groups typically explore specific, targeted topics, not multiple

unrelated ones.

Option C is incorrect since focus groups produce qualitative, not quantitative, data. Option D is also incorrect because effective focus groups are usually small (6-12 participants) to allow in-depth discussion. A trained moderator ensures that the conversation remains productive, respectful, and aligned with the goals of improving patient experience.

### NEW QUESTION # 70

In analyzing an organization's patient experience data, the patient experience professional observes that the standard deviation gets smaller as the responses become more similar for each question. Which is the BEST explanation for this phenomenon?

- A. As responses become more similar, they are closer to the mean, resulting in the standard deviation becoming smaller as well.
- B. As responses become more similar, the median and mode become smaller. Thus, the standard deviation also becomes smaller.
- C. As responses become more similar, the mean increases, resulting in the standard deviation becoming smaller.
- D. As responses become more similar, the more different respondents are from each other, resulting in the standard deviation becoming smaller.

**Answer: A**

Explanation:

This question aligns with Measurement and Analysis, particularly understanding statistical concepts used in patient experience data interpretation. Standard deviation measures the spread or variability of data points around the mean. Option C is correct because when responses become more similar, they cluster more tightly around the mean, resulting in less variability and therefore a smaller standard deviation. This reflects greater consistency in patient responses, which can indicate more uniform experiences. Option A is incorrect because the mean does not necessarily increase. Option B incorrectly links standard deviation to median and mode changes. Option D contradicts the concept of similarity. CPXP emphasizes that understanding data distribution and variability is essential for accurately interpreting patient experience results and identifying areas of consistency or variation in care delivery.

### NEW QUESTION # 71

A manager overseeing a renovation project would like to ensure the project meets the overall needs and objectives for which it is being designed. Who is the MOST important member of the design team?

- A. Patient family advisor
- B. Unit medical director
- C. Project manager
- D. Chief financial officer

**Answer: A**

Explanation:

This question falls under Partnership and Advocacy, which is a core CPXP domain emphasizing the inclusion of patients and families as active partners in care design and improvement. The patient family advisor is the most important member in this context because they bring the lived experience perspective, ensuring that the renovation aligns with real patient and family needs rather than assumptions made by staff or leadership.

CPXP principles highlight that co-design with patients leads to more effective, human-centered environments and better outcomes. While roles like the medical director, CFO, and project manager contribute operational, clinical, and financial expertise, they do not replace the unique insights of those receiving care. Engaging patient and family advisors ensures that decisions reflect what truly matters to those served.

### NEW QUESTION # 72

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