

CPXP合格記、CPXP赤本合格率



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The Beryl Institute CPXP Exam Syllabus Topics:

Section	Objectives
Measurement and Analysis	- Statistical Concepts - Translating Data into Action - HCAHPS - Survey Methodology
Organizational Culture and Leadership	- Culture Change - Employee Engagement - Leadership Rounding - Strategic Role of Patient Experience
Partnership and Advocacy	- Service Recovery - Effective Communication - Patient & Family-Centered Care - Patient Rights and Advocacy
Design and Innovation	- Journey Mapping - PX Program Development - Innovation Methods - Service Design Thinking

>> CPXP合格記 <<

有効なCPXP学習問題集、CPXP信頼できる学習参考書、

Japancertは強いIT専門家のチームを持っていて、彼らは専門的な目で、最新のThe Beryl InstituteのCPXP試験トレーニング資料に注目しています。私たちのThe Beryl InstituteのCPXP問題集があれば、君は少ない時間で勉強して、The Beryl InstituteのCPXP認定試験に簡単に合格できます。うちの商品を購入した後、私たちは一年間で無料更新サービスを提供することができます。

The Beryl Institute Certified Patient Experience Professional 認定 CPXP 試験問題 (Q133-Q138):

質問 # 133

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

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

正解: A

解説:

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.

質問 # 134

Which BEST describes a team that has reached consensus?

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

正解: B

解説:

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.

質問 # 135

Which steps are contained in the first phase of experience mapping?

- A. Conduct data gathering.
- B. Identify moments of truth.
- C. Tell and sketch the story.
- D. Prioritize and create storyboards.

正解: A

解説:

This question aligns with Design and Innovation , specifically experience mapping and human-centered design. In CPXP methodology, the first phase of experience mapping focuses on gathering data to understand the current state of the patient journey. Option C is correct because data gathering -through interviews, observations, feedback, and other qualitative and quantitative sources-is essential before any analysis or design work begins. This phase establishes a comprehensive understanding of patient and family experiences.

Option B (tell and sketch the story) and Option D (identify moments of truth) occur in later phases when insights are synthesized.

Option A (prioritize and create storyboards) is part of solution development. CPXP emphasizes that effective innovation begins with deep understanding , making data gathering the foundational first step.

質問 # 136

Which of the following is an example of a process measure?

- A. Rate of hospital-acquired infections
- B. Length of hospital stay
- C. Wait times for lab test results
- D. Patient satisfaction

正解: C

解説:

This question falls under Measurement and Analysis , specifically understanding different types of performance measures. In CPXP and quality improvement frameworks, process measures evaluate the steps or activities involved in delivering care , rather than the final outcomes. Option B (Wait times for lab test results) is correct because it reflects how efficiently a process is functioning- specifically, the timeliness of diagnostic services. Option A (patient satisfaction) and Option C (rate of hospital-acquired infections) are outcome measures , as they reflect the results of care. Option D (length of hospital stay) is also typically considered an outcome or utilization measure. CPXP emphasizes that improving patient experience requires focusing on processes that influence outcomes , making process measures critical for identifying opportunities for improvement and monitoring operational performance

質問 # 137

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

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

正解: B

解説:

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.

質問 # 138

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知識の時代の到来により、私たちはすべて、CPXPなどの専門的な証明書を必要としています。したがって、有用な実践教材を選択する正しい判断を下すことは非常に重要です。ここでは、心から誠実にCPXP実践教材をご紹介します。CPXPスタディガイドを選択した試験受験者の合格率は98%を超えているため、CPXPの実際のテストは簡単なものになると確信しています。

CPXP赤本合格率: <https://www.japancert.com/CPXP.html>

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