CPXP Exam: Recommended Preparation References

The following reference list is representative of the most frequently cited references in the inaugural CPXP exam. It should be noted this is not an inclusive listing of all references used to build the exam, but the information provided does represent the essence of the exam content. Knowledge of any suggested preparation materials does not guarantee one will pass the exam, but rather represents guiding information for preparation in advance of test completion. We wish you best of luck for a successful examination.

BOOKS


INSTITUTE/AGENCY RESOURCES

**Agency for Healthcare Research and Quality (AHRQ) - U.S.**
Surveys & Tools to Advance Patient Centered Care.  [https://cahps.ahrq.gov/index.html](https://cahps.ahrq.gov/index.html)

**Centers for Medicare & Medicaid Services (CMS) – U.S.**
*CMS Hospital Conditions of Participation.* Specifically §482.13 - Patient’s Rights:  

**Institute for Patient- and Family-Centered Care (IPFCC)**
- IPFCC, *Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory CareSettings, and Long-Term Care Communities:*  
[http://resources.ipfcc.org/product_p/3215-1.htm](http://resources.ipfcc.org/product_p/3215-1.htm).


**The Beryl Institute**


**Patient Experience Journal** – Worth reviewing articles relevant to classification domains, including:
  - Kennedy, Denise M. MBA; Fasolino, John P. MD; and Gullen, David J. MD (2014) “Improving the patient experience through provider communication skills building,” *Patient Experience Journal:* Vol. 1: Iss. 1, Article 10. Available at:  
[http://pxjournal.org/journal/vol1/iss1/10](http://pxjournal.org/journal/vol1/iss1/10)
  - Van de Ven, Andrew H. (2014) “What matters most to patients? Participative provider care and staff courtesy,” *Patient Experience Journal:* Vol. 1: Iss. 1, Article 17. Available at:  
[http://pxjournal.org/journal/vol1/iss1/17](http://pxjournal.org/journal/vol1/iss1/17)

**The Kings Fund – U.K.**
Experience Based C-Design Toolkit: [http://www.kingsfund.org.uk/projects/ebcd](http://www.kingsfund.org.uk/projects/ebcd)