

## 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

Gerteis, M., Edgman-Levitan, S., Daley, J., & Delbanco, T. (1993). *Through the patient's eyes: Understanding and promoting patient-centered care*. San Francisco, CA: Jossey-Bass.

Kotter, J. (1996). *Leading change*. Boston, MA: Harvard Business School Press.

Lee, F. (2004). *If Disney ran your hospital: 9 1/2 things you would do differently*. Bozeman, MT: Second River Healthcare Press.

Leebov, W., & Rotering, C. (2012). *The language of caring guide for physicians: Communication essentials for patient-centered care*. Leebov Golde Group, LLC.

Manning, H., & Bodine, K. (2012). *Outside in: The power of putting customers at the center of your business*. New York, NY: Houghton Mifflin Harcourt.

Merlino, J. (2014). *Service fanatics: How to build superior patient experience the Cleveland Clinic way*. New York, NY: McGraw-Hill Education.

Salkind, N. (2014). *Statistics for people who (think they) hate statistics, 5th ed.* Thousand Oaks, CA: SAGE Publications.

Spiegelman, P., & Berrett, B. (2013). *Patients come second: Leading change by changing the way you lead*. New York, NY: An Inc. original.

Studer, Q. (2003). *Hardwiring excellence: Purpose worthwhile work making a difference*. Gulf Breeze, FL: Fire Starter Pub.

Studer, Q. (2008). *Results that last: Hardwiring behaviors that will take your company to the top*. Hoboken, NJ: J. Wiley & Sons.

## CPXP Exam: Recommended Preparation References - *Continued*

### **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>

#### **Centers for Medicare & Medicaid Services (CMS) – U.S.**

*CMS Hospital Conditions of Participation. Specifically §482.13 - Patient's Rights:*  
[https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap\\_a\\_hospitals.pdf](https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_a_hospitals.pdf)

#### **Institute for Patient- and Family-Centered Care (IPFCC)**

- IPFCC, *Partnering with Patients, Residents, and Families: A Resource for Leaders of Hospitals, Ambulatory Care Settings, and Long-Term Care Communities:*  
[http://resources.ipfcc.org/product\\_p/3215-1.htm](http://resources.ipfcc.org/product_p/3215-1.htm).
- Minniti, M., & Abraham, M. (2013). *Essential Allies: Patient, Resident and Family Advisors*, Bethesda, MD: IPFCC

#### **The Beryl Institute**

- The Beryl Institute, *In the Name of the Patient*, 5th edition. Bedford, TX: PX Press.
- The Beryl Institute, *A Patient-Centered Approach to Handling Complaints and Grievances*, 2<sup>nd</sup> edition. Bedford, TX: PX Press.
- Wolf, J. (2013). *Voices of Patients and Families: Partners in Improving Patient Experience*. Bedford, TX: 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>
  - 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>

#### **The Kings Fund – U.K.**

*Experience Based C-Design Toolkit:* <http://www.kingsfund.org.uk/projects/ebcd>