

CPXP Exam: Sample Questions

The following questions are offered to help you understand the look, feel and context of the questions you will encounter when taking the CPXP exam. These are not actual exam questions, but specifically created samples for your review. These questions are part of the collection of CPXP overview materials made available via Patient Experience Institute, including CPXP Classification Framework and Exam References. You can find an overview of all prep support materials [here](#).

1. A patient has been brought in by ambulance from a town three hours away for emergent medical treatment and was accompanied by a family member. Which of the following actions **BEST** demonstrates that the family member's needs have been anticipated?
 - A. Visiting with the family member while in the hospital to identify and address needs.
 - B. Providing comfort kits with personal care items to family during their stay.
 - C. Surveying the family member after discharge to identify their needs should they return.
 - D. Offering special room service to provide family more food choices.

2. To be **MOST** effective in evaluating and addressing overall organizational performance, gathering data from a patient and their family via direct feedback or survey must:
 - A. Use standard definitions.
 - B. Use customized questions.
 - C. Be conducted electronically.
 - D. Be conducted via phone.

3. Of the following, the **GREATEST** benefit of phone surveying over other modes is that it:
 - A. Is easier to conduct for the surveyor.
 - B. Has a higher response rate of participants.
 - C. Has a faster response time for data collection.
 - D. Provides more personal experience for those surveyed.

4. The **MOST** unique aspect of experience-based design as a process improvement methodology is its focus on:
 - A. Improving the functionality of the overall experience.
 - B. Addressing patient needs at critical points of an experience.
 - C. Understanding the emotional touch points of an experience.
 - D. Understanding an individual's perspective of an experience.

5. To implement effective change efforts and combat resistance, healthcare organizations must **FIRST**:
 - A. Establish an organization wide competition to inspire action and results.
 - B. Identify an external consultant to rally the change effort across the organization.
 - C. Implement a comprehensive incentive program to focus interest and efforts of key staff members.
 - D. Build staff support and understanding through broad communication, dialog and education.

6. Of the following, which **BEST** represents a driver of employee engagement in healthcare?
 - A. Staff understands how their role contributes to the overall goals of the organization.
 - B. Staff is clear on their full job description and their associated performance goals.
 - C. Department teams meet regularly to discuss current opportunities for improvement.
 - D. Senior leadership holds quarterly forums to communicate organizational issues.

7. The critical **FIRST** step in establishing an effective coaching process with a colleague in your organization is to:
 - A. Prepare a list of issues you hope to address in coaching your colleague.
 - B. Educate your colleague on your role as a coach and share your expectations for their engagement.
 - C. Establish guidelines and expectations of the coaching relationship you look to have.
 - D. Create a list of action items you and your colleague look to address in the coaching relationship.

KEY

Response	B	A	B	C	D	A	C
Question	1	2	3	4	5	6	7