



# A Guide to Offering Patient Experience Continuing Education Credits (PXEs)



## INTRODUCTION

The Patient Experience Institute (PXI) is an independent, non-profit, committed to the improvement of patient experience through evidence-based research, continuing education and professional certification. It offers the opportunity to acquire the professional designation of Certified Patient Experience Professional.

The Certified Patient Experience Professional (CPXP) is a formal or informal leader who influences the systems, processes, and behaviors that cultivate consistently positive experiences as defined by the patient, resident, and family in settings across the continuum of care.

Certification is intended for healthcare professionals or other individuals with a commitment and interest in patient experience improvement. Applicants should have a minimum 3 years of professional experience in a patient experience related role or experience in engaging in patient experience efforts from various perspectives, be they as a healthcare professional, consultant or patient and family member committed to experience excellence.

A CPXP demonstrates clear qualifications to senior leaders, colleagues and the industry. In addition, achievement of certification highlights a commitment to the profession and to maintaining current skills and knowledge in supporting and expanding the field of patient experience.

The purpose of the CPXP examination is to assess whether a candidate has the knowledge necessary for competent practice as a certified patient experience professional, as defined by the Patient Experience Institute.

The CPXP designation is achieved by completing and passing the online CPXP examination.

## PXE OVERVIEW

### What are PXEs?

Patient Experience Institute offers formal accreditation for learning, teaching and professional service events and activities focused on the patient experience. This accreditation allows programs and events to award Patient Experience Continuing Education Credits (PXEs). PXE credits are awarded for both internally developed and commercially offered learning opportunities. PXEs can be applied towards certification and recertification as a certified patient experience professional.

### How to offer?

Patient Experience Institute provides the formal process by which organizations can apply to offer PXEs for their learning programs, events and activities that are focused on the patient experience. These can be both internal organization programs or commercial offerings as long as they adhere to all requirements outlined in the application process. All programs undergo rigorous peer review before being awarded PXE accreditation. PXE accreditation is valid for two years from approval.

### Why Apply?

In the changing face of medicine, professionals are seeking continuing education credits that are tailored to their needs. PXI offers an alternative for patient experience professionals to acquire continuing education credits that are specific to the topics they find important in their profession. With our growing community of Certified Patient Experience Professionals (CPXPs), the need for events that offer PXE credits is steadily growing.

In addition, your event is shared through a variety of PXI communications: monthly PXE newsletter, PXE approved events calendar, social media shares and mentions on CPXP webinars.

To view the current policies regarding offering PXE credits for your specific type of event, refer to: [www.pxinstitute.org/faq](http://www.pxinstitute.org/faq).

## HOW TO APPLY

The PXE application process is available through our [application portal](#). The following requirements are associated with the application:

Organizations interested in offering PXEs are required to complete an application requesting the following:

- Presenter/author information, including organizational information and full bio
- Declaration of any conflict of interest and disclosure of any commercial support or intent
- Note: All approved educational activities must be kept separate from all promotional activities and commercial support must not influence the planning, development, content, implementation or evaluation of the education
- Statement of Purpose for the learning program/event, i.e., a broad statement regarding the intent of the activity
- Learning objectives for the learning program/event, i.e., what are the expected and measurable learning outcomes
- Content outline for the program/event including outcomes of each section, teaching methods to be employed and faculty for each section of the learning program

## PRICING AND REVIEW PROCESS:

For PXE applications, ensure you are prepared to provide all required information, including presenter name(s), bios and educational information. Registration is an online process. All applications undergo a full review process. Completing an application does not guarantee you will be approved to offer PXEs.

An application fee of \$50 must accompany submitted applications. Associated fees below will be invoiced once program has been approved. Timing of application will determine final fee. Members of the PX Continuing Education Approval Committee review each application.

The qualitative review process ensures that the application is accurate, meets all application requirements, and is relevant to professional practice. Review Timing is typically 4 weeks. Expedited approval is available with timing and fees noted in the following fee schedule.

Please note: If you are looking to offer PXEs for multiple sessions at a large event such as a conference or symposium, please contact us directly before starting the application process.

### Fees associated with webinars and ongoing event applications

Timing to Program	> 30 days prior	16-30 days prior	7 to 15 days prior
Standard Fee (Per PXE)	\$50	\$100	\$150

**Fees associated with conferences** (there is a sliding scale for conferences offering more than 10 PXE credit hours)

Timing to Program	> 30 days prior	16-30 days prior	7 to 15 days prior
1-10 (Per PXE)	\$50	\$100	\$150
11-20 (Per PXE)	\$25	\$50	\$75
20 and above (Per PXE)	\$10	\$20	\$30

To facilitate your use of the PXE application portal, we offer an overview presentation of the login process. The overview outlines the steps to help you get started. Click [here](#) to access the login overview and instructions.



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