

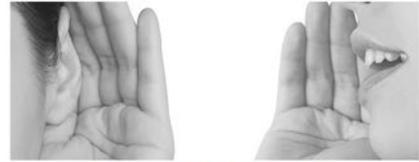
Patient Experience Body of Knowledge PARTICIPANT GUIDE



CLINICAL PARTNERSHIPS



**COACHING AND
DEVELOPING OTHERS**



COMMUNICATION



**CULTURAL COMPETENCE
AND DIVERSITY**



EMPLOYEE ENGAGEMENT



EXPERIENCE DESIGN



**HEALTHCARE LEADERSHIP
AND MANAGEMENT**



**THE HISTORY OF THE
PX MOVEMENT**



**HOSPITALITY AND
HEALING SERVICES**



**METRICS AND
MEASUREMENT**



**ORGANIZATIONAL
EFFECTIVENESS**



**PATIENT AND
FAMILY CENTEREDNESS**



**POLICY AND
REGULATORY ISSUES**



SERVICE RECOVERY



**TECHNOLOGY
APPLICATION**

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PURPOSE

Thank you for registering for the Patient Experience Body of Knowledge courses. This guide provides instructions and suggestions for completing the courses and monitoring your progress.

Please save the guide to a location you can easily access for future reference. For additional information or questions, please contact pxlearning@theberylinstitute.org or 866.488.2379, option 4.

SUMMARY OF COURSE DESIGN

The courses are a comprehensive learning framework that provides a clear path to delivering superior patient experience performance. There are [15 courses](#) consisting of three components.

- Knowledge: On-demand learning session providing comprehensive content overview.
- Application: Facilitated virtual class offering the ability to discuss practical application.
- Ongoing Network/Support (optional): [PX Connect](#) participation for ongoing support offering a forum for exchanging ideas and allowing you to benefit from the experience, knowledge and wisdom of others.

REQUIREMENTS FOR COURSE COMPLETION

The following outlines the requirements for course completion in order to receive the two* available Patient Experience Continuing Education credits (PXEs) per course. Each course includes an on-demand, self-paced learning session followed by a facilitated virtual class where peers come together to expand the core learning through active engagement and application of knowledge.

1. Complete the on-demand learning session.
2. Attend the virtual class (not required for those taking the “on-demand only” option).
3. Complete the course evaluation.

**Those participating in the “on demand only” option will earn 1 PXE.*

LOGGING IN TO THE PXLEARNING SITE

Access the courses by going to <https://www.pxlearning.org/>

1. Click on “Log-in” in the upper right-hand corner of the screen.
2. Enter your email address using all lower-case characters (your username).
3. Enter your temporary password (Welcome1).
4. Once you are logged in, you will be asked to change your password. It is recommended to use a password you can remember. You will use this each time you log in to PXLearning.
5. On the home page, click the PX Body of Knowledge logo.
6. Select the specific course from the list of available courses to begin your coursework; courses may be completed in any order.

PLANNING YOUR CALENDAR

Please review these important considerations as you plan your calendar.

- To plan your coursework, please review the [virtual class calendar](#).
- Plan dedicated time to complete the required on-demand learning session prior to attending the virtual class.
- Complete the “Next Steps” assignment(s) provided at the end of each on-demand learning session in preparation for your virtual class.
- The on-demand session and virtual classroom preparation will take on average 120 minutes.
- It is recommended when viewing the on-demand learning session and attending a virtual class you are in a location with minimal background noise and distraction.
- While it’s important to complete the on-demand learning session prior to attending the virtual class, it is recommended to register early as class size is limited.

COMPLETING COURSE REQUIREMENTS

Complete the on-demand learning session

1. Access the on-demand learning sessions by logging in to [PXLearning](#).
2. On the home page, click the PX Body of Knowledge logo.
3. Select the specific course from the list of available courses to begin your coursework; courses may be completed in any order.
4. Under Step One, click the  icon to download the course workbook to use as you complete the on-demand learning session. The workbook is an optional activity. Not all courses have a corresponding workbook.
5. Click the  icon to begin the on-demand learning session. Click the “Enter” button to start the course. It may take a few moments for the course to begin.
6. If you need to leave the course before completing it, your progress will be saved, and you will be able to resume where you left off.
7. A check mark will appear indicating you have accessed the on-demand learning session.
8. Complete the “Next Steps” assignment(s) provided at the end of each on-demand learning session in preparation for your virtual class.
9. Click the tabs (Resources, Journal, and Virtual Classroom) to download these documents to your computer. See screenshot below.

If you experience any difficulty accessing portions of the on-demand learning sessions, this can be due to limitations with certain browser versions, particularly Safari or earlier versions of Internet Explorer (IE). If possible, please try logging in with a different browser such as a more recent version of IE, Google Chrome or Mozilla Firefox.

On Demand Learning Session - Healthcare Leadership & Management



The screenshot shows the user interface for the 'Healthcare Leadership and Management' course. On the left is a navigation menu for 'THE BERYL INSTITUTE' with options like 'Closed Captions', 'Menu', and a list of course parts. The 'Next Steps' option is highlighted. The main content area features a blue header with the course title and a navigation bar with 'Resources | Journal | Virtual Classroom' tabs, which are highlighted with a red box. Below the header, it says 'Congratulations, !' and 'Part 2: Virtual Classroom' with a network diagram.

Register for a Virtual Class

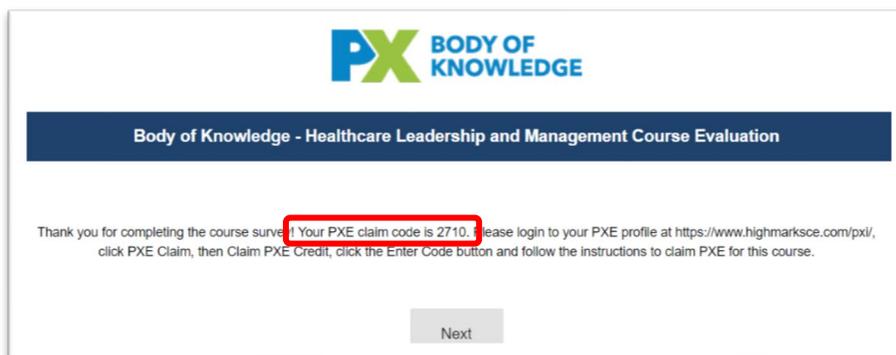
1. To register for a virtual class, log into [PXLearning](#) and access the PX Body of Knowledge.
2. On the home page, select the specific course from the list of available courses.
3. On the course page, under Step Two, click “Virtual Class Registration”.
4. Click “Sign-up” for the class you wish to attend.
 - If the virtual class is full it will be grayed out with “booking full” as the status. You can add yourself to the waitlist by clicking the ‘sign up’ link. You will receive an email notification if a space opens.
5. Follow the instructions to complete your registration.
6. You will receive a confirmation email with login instructions immediately after registering for the virtual class. **Please save this email.** If you do not receive the email, check your junk/spam folder. If you still do not find it, please contact pxlearning@theberylinstitute.org for assistance.
7. If you are unable to attend your scheduled virtual class, it is important that you cancel your registration. You can reschedule after you complete the cancellation process.

Attend the Virtual Class

- Come prepared to participate in the discussion. Please plan accordingly so that you join the class from a location with minimal background noise and distraction. Everyone is encouraged to have your completed assignment with you during the virtual class. It is expected that you join the audio conference portion of the class whenever possible and the use of listen mode only is done at a minimum. Due to technology limitations, this is not always possible for international participants.
- On the day of the virtual class, use the log in instructions received in the confirmation email upon registering for the virtual class. You will also receive an email reminder the morning of the class. Instructions to connect to the virtual class can be found under Appendix C: “Connecting to the Virtual Class.”
- Please cancel your registration if unable to attend, as this will make room for anyone on the waitlist.
 1. To cancel your registration, log in to [PXLearning](#) and navigate to the course page.
 2. Click “Virtual Class Registration” under Step Two.
 3. Select “Cancel booking” next to the virtual class date.
 4. You will receive a cancellation confirmation email and can register for another date.
- Once you attend a virtual class, a check mark will appear indicating this requirement is complete.

Complete the Course Evaluation

1. You will receive a link to the course evaluation in a follow-up email from the virtual class facilitator.
2. Course evaluations are completed online using Survey Monkey.
3. Complete the evaluation within 30 days of attending the virtual class to receive PXE credit.
4. At the end of the evaluation, after entering your name, click the “Next” button to view a PXE claim code needed to claim your PXE. **Save this code** (see screenshot below.)
5. Click the “Next” button to go to the [PXI Portal](#) managed by the Patient Experience Institute.



CLAIMING YOUR PATIENT EXPERIENCE EDUCATION CREDIT (PXE)

1. Login to your PXI account at <https://www.highmarksce.com/pxi/> by clicking the blue “Login” button at the top right of the screen.
2. If you are a returning user, enter your username and password for the PXI portal; **new users will click the “New User” link to create a profile.** Please make sure to use the same username/email each time to avoid duplicate profiles.
3. Once signed in, under the PXE Claim tab, select “Claim PXE Credit” from the dropdown.
4. Click the blue “Enter Code” button and enter the PXE code provided at the end of the course evaluation.
5. Click the “Submit” button.
6. Answer the questions required to claim your PXE credit.
7. Your PXE credit for the course will appear in your profile. You may print or email the PXE certificate.

If you need assistance logging in to the PXI Portal or claiming PXE credit, please contact Patient Experience Institute at info@pxinstitute.org or (844) 794-2797.

TRACKING YOUR PROGRESS

Use the tracking document found under Appendix D: “Tracking Your Progress” to monitor your progress for the entire program.

Monitoring your progress can be done for each individual course.

1. On the home page, select the specific course from the list of available courses.
2. On the course page, a check mark will appear indicating completion of the requirement.

Welcome to the Healthcare Leadership & Management Course



This course is approved for patient experience continuing education credits (PXE's). In order to successfully complete this course and obtain PXE's, participants **must complete the steps listed below plus the completion of the course evaluation.** You will receive access to the course evaluation via an email sent following completion of all required steps including participation in the virtual class session if applicable. If you have any questions regarding this or any PX BOX course, please contact pxlearning@theberryinstitute.org.

Step One:

Click the icon below: **On Demand Learning Session - Healthcare Leadership & Management**, to complete the activity.

Please Note: Click **Workbook - Healthcare Leadership & Management** icon to download a course workbook for your use as you complete the online session. Using the workbook is an **optional** activity.



On Demand Learning Session - Healthcare Leadership & Management



Workbook - Healthcare Leadership and Management

Step Two:

Click the icon below: **Virtual Class Registration - Healthcare Leadership & Management** to register for a specific Virtual Class session. A confirmation email will be sent once you complete your registration. A reminder will be also be sent one day prior to the Virtual Class.

Please note: all class times are in **Eastern Time zone**.

Wait-List: If the virtual class is full it will be grayed out with “booking full” as the status, you can add yourself to the wait-list by clicking the ‘sign up’ link.



Virtual Class Registration - Healthcare Leadership & Management



Restricted Not available unless: The activity **Virtual Class Attendance - Healthcare Leadership & Management** is not complete and passed



Virtual Class Attendance - Healthcare Leadership & Management



Please Note:

Following your participation in the virtual class, you will receive an email from PXLearning with instructions on how to complete the course evaluation and claim your PXE's. Completing the course evaluation is **required** to earn your PXE's. It's important the course evaluation is completed within **30 days** of receiving the email.

Monitoring virtual class completion can also be done.

1. Click on a course.
2. Under Step Two, click “Virtual Class Attendance”.
3. Click the tab “All courses”. A “1” under “Taken sessions” indicates your attendance has been recorded.
4. Click the title of the virtual class under the Attendance column and the date you attended the virtual class will be shown at the top of the list.

PARTICIPATING IN ONGOING NETWORK/SUPPORT

Participate in [PX Connect](#), our online community, available to all members* for ongoing support offering a forum for exchanging ideas. Benefit from the experience, knowledge and wisdom of others. Participation is optional.

**Active membership is required to participate in the PX Connect community.*

Appendix A: Resource Materials

To support your learning, several resources and tools are provided. Each course includes:

- **Workbook:** Download and complete this optional activity to capture the key ideas and concepts shared in the on-demand session.
- **Journal:** Download this document once you access your on-demand session. Take notes and jot down ideas as you progress through the course.
- **“Next Steps” Assignment:** Answer reflective questions assigned at the conclusion of each on demand session. Reference the completed assignment during the virtual class to enhance the discussion.
- **References:** Save or print a list of references and additional resources for each course.
- **Virtual Class Roster and Chat Notes:** After each virtual class, participants will be emailed the class roster and chat notes for ongoing networking and an overview of the discussion highlights.

Appendix B: Course Policies

- Participants are expected to join the virtual class using the URL provided including the audio conference portion. “Listen only” mode is not encouraged. The one exception is for international participants that are unable to dial in or are not equipped with a microphone on your computer or device.
- Reference the completed assignment during the virtual class to enhance the discussion.
- All participants in the Patient Experience Leadership and Patient Advocacy programs will receive a certificate upon completion of all program requirements.
- Participants will have access to the online learning sessions for 30 days following completion of all course or program requirements. Upon request, individuals registered for the Certified Patient Experience Professional (CPXP) exam may receive extended access to completed courses to assist in exam preparation.
- Individuals who have completed a certificate in patient advocacy or patient experience leadership may take advantage of the dual certificate option within one year of completing a certificate by paying the difference in the two options and completing all the program requirements for the other certificate. The certificate program requirements can be found [here](#).

Appendix C: Connecting to the Virtual Class

1. To join the virtual class, use the URL provided in the confirmation or reminder email
2. At the login screen, choose the "Guest" option
3. Enter your full name (first and last) and click the "Enter Room" button
4. Join the audio conference using your preferred method:
 - Dial-out: Enter your contact number and the system will call you back; must be a direct line that you can answer (for US participants only)
 - Dial-in: The phone number and conference room number will be provided to you (for US participants only)
 - Using Microphone: to use your computer/device (for those outside the United States)
5. Click the "Join" button to connect to the conference audio.

"Listen Only" is highly discouraged as it will not allow you to fully participate in the class. Do not join the class by phone only (It is important to join using the URL provided.)

Adobe Connect

- Virtual classes are hosted using the Adobe Connect platform. To run Adobe Connect, please make sure your preferred web browser is up-to-date. The first time you connect, Adobe Connect may ask you to install an Adobe Connect application or Flash Player.
- You do not need to purchase a subscription to Adobe or Adobe Connect to attend the virtual classes.
- Enable [Flash Player](#) in your browser or install it to join the virtual class. Run the diagnostic test after enabling/installing Flash Player.
- [Click here](#) to conduct a Meeting Connection Diagnostic to test your computer's compatibility, software versions and internet connection speed and to access other support materials.
- If you have trouble joining a webinar in one browser, try it in another browser. For example, if you're unable to join using Chrome, try it in Firefox. We do not recommend using Internet Explorer due to known compatibility issues.

Appendix D: Course Progress Tracking Sheet

This optional tool is provided to assist you in tracking your progress for each course.

Course Name	On Demand Learning Session Complete	Virtual Class Date Attended	Course Evaluation Complete	PXE Credit Claimed
Clinical Partnerships				
Coaching and Developing Others				
Communication				
Cultural Competence & Diversity				
Employee Engagement				
Experience Design				
History of the PX Movement				
Hospitality & Healing Services				
Leadership & Management				
Metrics & Measurement				
Organizational Effectiveness				
Patient & Family Centeredness				
Policy & Regulatory Issues				
Service Recovery				
Technology Application				
Introduction to Patient Advocacy* (<i>Patient Advocacy Certificate only</i>)		N/A		