The Beryl Institute to Help Prepare Healthcare Leaders for CPXP Examination
Workshops to Review Key Concepts and Offer Preparation Strategies for the Certified Patient Experience Professional Examination

Dallas, TX (May 4, 2017) – The Beryl Institute announces plans to offer full-day Certified Patient Experience Professional (CPXP) Preparation Courses, the first to be held Tuesday, June 20 at the University of Chicago Medicine in Chicago, Ill. Facilitated by the Institute’s Patient Experience (PX) Body of Knowledge faculty, this course reviews the four domains outlined in the job classification on which the CPXP examination is based.

In addition to sharing content from the Institute’s PX Body of Knowledge courses related to the patient experience professional domains and job tasks, the CPXP Prep Course will:

- Provide an opportunity to test understanding of key concepts
- Include the Institute’s CPXP Workbook offering recommendations and important considerations
- Feature a panel discussion from current CPXPs
- Connect you with colleagues for ongoing support in preparing for the examination

A similar CPXP Prep Course was held on March 19 in Denver, Colo. in conjunction with the Institute’s annual Patient Experience Conference. “As I think about my preparation, the process is so much easier thanks to the tools and framework provided in the workshop,” said Janell Ross, Service Center Manager at Southeast Michigan Community Alliance and participant in the Denver CPXP Prep Course. “The studying and optimization of resource materials form the finishing elements to round out my house of knowledge.”

Committed to patient experience improvement, The Beryl Institute and Patient Experience Institute (PXI) are sister organizations working together in providing a framework for supporting the development of the field of patient experience. Offered through PXI, CPXP is an international designation intended for healthcare professionals or other individuals with a commitment and interest in patient experience improvement.

Additional 2017 course dates and locations to be announced. To register or learn more, visit http://www.theberylinstitute.org/?page=CPXPPrep.

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About The Beryl Institute:
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. We define the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.