

CPXP Exam: Suggested Preparation References

The following reference list is representative of the most frequently cited references in the newest version of the 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 and hope you find these resources helpful to your effort.

BOOKS/CHAPTERS

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.

Hiatt, J. M. (2006). *Adkar: A model for change in business, government and our community*. Prosci Learning Center.

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.

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.

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

Sugiharto, Y., & Kane, R. (2022). Change Management. In J. Burandt, G. Rider, & N. C. Papavaritis (Eds.), *ATD Talent Development and training in Healthcare Handbook* (pp. 113–136). essay, Association for Talent Development.

CPXP Exam: Suggested Preparation References (Continued)

INSTITUTE/AGENCY RESOURCES

Agency for Healthcare Research and Quality (AHRQ)

- Guide to Patient and Family Engagement:
<http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/index.html>

Institute for Healthcare Improvement

- SBAR Tool: Situation-Background-Assessment-Recommendation:
<http://www.ihl.org/resources/Pages/Tools/SBARToolkit.aspx>

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

- *Partnering with Patients and Families to Design a Patient and Family-Centered Healthcare System*:
<https://www.ipfcc.org/resources/PartneringwithPatientsandFamilies.pdf>

The Beryl Institute

- The Beryl Institute, *In the Name of the Patient*, 5th edition. PX Press.
- Wolf, J. (2013). *Voices of Patients and Families: Partners in Improving Patient Experience*. The Beryl Institute.
- Wolf, J. (2021). *Consumer Perspectives on Patient Experience 2021*. The Beryl Institute.
- *Patient Experience Journal* – Worth reviewing articles relevant to classification domains, including:
 - LaVela SL, Gallan AS. Evaluation and measurement of patient experience. *Patient Experience Journal*. 2014; 1(1):28-36. doi: 10.35680/2372-0247.1003. (<https://pxjournal.org/journal/vol1/iss1/5/>)
 - Moreno MR, Sherrets B, Roberts DJ, Azar K. Health equity and quantifying the patient experience: A case study. *Patient Experience Journal*. 2021; 8(2):94-99. doi: 10.35680/2372-0247.1621. (<https://pxjournal.org/journal/vol8/iss2/13/>)
 - Tothy A, Sastry SK, Limper HM, Suett P, Springman M, Murphy SM. The evolution and integration of a patient-centric mapping tool (patient journey value mapping) in continuous quality improvement. *Patient Experience Journal*. 2017; 4(1):154-158. doi: 10.35680/2372-0247.1161. (<https://pxjournal.org/journal/vol4/iss1/16/>)

The Point of Care Foundation

- Experience Based Co-Design (EBCD) Toolkit:
<https://www.pointofcarefoundation.org.uk/resource/experience-based-co-design-ebcd-toolkit/>