

## **Patient Experience Education (PXE) Standards & Guidelines**

### **PXE APPROVAL QUICK GUIDE**

To be eligible for PXE credit, your program must:

- Support professional development in patient experience and related disciplines
- Include clear learning objectives and structured educational content
- Be free from commercial promotion or product sales
- Not be designed as certification exam preparation (e.g., CPXP prep)
- Provide transparency regarding any relevant financial relationships, when applicable

### **OVERVIEW**

PXE credits are awarded to educational activities that advance professional knowledge, support ongoing development, and promote the application of patient experience principles in practice.

All programs seeking PXE credit must be submitted for review using the official PXE Application and approved prior to offering credit.

### **ELIGIBILITY OF EDUCATIONAL CONTENT**

Educational activities approved for PXE credit must support the advancement of professional knowledge and practice in patient experience and related disciplines.

#### **Certification Exam Preparation**

Educational activities designed or marketed as preparation for Certified Patient Experience Professional (CPXP) or Certified Administrator of Volunteer Services (CAVS) certification exams are not eligible for PXE credit.

Any program marketed or delivered as certification exam preparation, regardless of title, description, or submitted materials, will not be approved for PXE credit.

#### **Key Requirements for Approval**

- Programs must include clearly defined learning objectives written in measurable, learner-focused terms
- Educational content must align with the stated objectives and support professional application
- Instructional time must be clearly defined (1 PXE = 60 minutes of education)
- Programs must include structured content and appropriate teaching and learning strategies
- Participation requirements must be clearly communicated to learners

### **COMMERCIAL INDEPENDENCE & DISCLOSURE**

PXE credits may not be offered for events or programs in which products or services are sold or actively promoted. Approved education must remain free from commercial influence or bias.

To support transparency and maintain the integrity of PXE-approved education, providers are required to disclose any relevant financial relationships, conflicts of interest, or potential personal or professional gain when applicable.

General employment within healthcare organizations (e.g., hospitals or health systems) does not require disclosure.

Disclosure may be required in the following circumstances:

- Programs involving commercial organizations, sponsorship, or external funding
- Educational content that references specific products, services, or solutions
- Presenters with relationships with organizations whose products or services may be discussed in the program
- Conference or multi-credit programs aligned with other accredited continuing education standards

When required, disclosures must be made available to participants during the program or within program materials.

### **APPROVAL & PROVIDER RESPONSIBILITIES**

All applications must be submitted at least 14 business days prior to the program start date.

Approved providers are responsible for:

- Using the required PXE approval statement in program materials and participant communications
- Using the PXE Approval Seal in accordance with provided guidelines
- Tracking participant attendance or participation
- Determining and issuing the appropriate number of PXE credits
- Issuing certificates to participants that include the required PXE approval statement

Providers must ensure that all program details, including content, format, faculty, and instructional time, remain consistent with what was submitted and approved.

### **COMPLIANCE & ENFORCEMENT**

The Beryl Institute Credentialing Center reserves the right to review program materials, communications, and documentation to ensure compliance with PXE standards.

PXE approval may be revoked if a program is found to be marketed, promoted, or delivered in a manner inconsistent with submitted materials or approval requirements.

This includes, but is not limited to:

- Misrepresentation of program content or intent
- Promotion of certification exam preparation
- Inclusion of commercial promotion or sales activities
- Failure to adhere to approval language or disclosure expectations

Upon revocation, providers must remove all PXE-related language and notify participants of the change in approval status.

### **ACKNOWLEDGMENT**

By applying for PXE approval, providers acknowledge that they have reviewed and agree to comply with these standards and requirements.