Culturally Competent Patient Experience Program

PX ACADEMY
Excellence in Person-Centered Care

A subsidiary of CX University

In Partnership with...

ICX
INSTITUTE OF CUSTOMER EXPERIENCE

Earn your CCPXP Certification

The PX Academy Culturally Competent Patient Experience Program prepares healthcare professionals and organizations to lead culturally responsive patient experience transformation across diverse care environments worldwide.



WHO SHOULD ENROLL?

- Healthcare leaders and patient experience professionals
- Hospitals and healthcare systems focused on health equity and value-based care
- Clinical and non-clinical professionals serving diverse populations
- Organizations seeking to improve patient trust, communication, and outcomes
- Emerging healthcare professionals seeking foundational PX knowledge and certification preparation



PX ACADEMY
+93 on the NPS
never standing still

ENROLL NOW

CXPA™ Recognized Training Provider
A Proud RTP Since 2015

www.pxacademy.com

Create Culturally Competent Caregivers Throughout the Organization!

WHY PX ACADEMY?

PX Academy is redefining patient experience education through culturally competent, globally relevant learning designed for today's healthcare environment.



Program Features

- **Self-paced online learning accessible anywhere in the world**
- **Built on the Science of Adult Learning**
- **Interactive lessons, videos, practical activities, and assessments**
- **Real-world patient experience strategies and tools**
- **Designed to develop culturally competent PX leadership capability**
- **Supports preparation for the Certified Culturally Competent Patient Experience Professional (CCPXP) credential**

Anytime Anywhere Learning

winner of CX DAY Impact Awards — Impact on the CX Profession 2022

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Course Descriptions

Harness concepts and skills in Culturally Competent Patient Experience.

PX Strategy and Healthcare Equity

Develop patient experience strategies that advance cultural competence, health equity, and organizational performance while meeting the needs of diverse patient populations.

Patient-Centric Cultural Competency

Apply culturally competent, patient-centered practices that foster inclusion, compassion, and respect for the diverse values, beliefs, and experiences of patients, families, and healthcare teams.

Design, Innovation, and VOP

Use design thinking, journey mapping, Voice of the Patient insights, and community partnerships to create more equitable and culturally responsive patient experiences.

PX Metrics and Analysis

Measure cultural competence, patient experience, and health equity outcomes using data, analytics, and performance metrics to drive continuous improvement.

Meet the PX Academy President

Janet Biedron, RN, MSN, MBA, PXS™



- Over 45 years of healthcare leadership, currently President of PX Academy.
- Spearheaded innovative online courses to promote a patient-centric culture in healthcare.
- Published author and consultant, holding advanced degrees in Nursing and Business Administration.

ENROLL NOW to become a Culturally Competent Patient Experience Professional!

PX ACADEMY
Excellence in Person-Centered Care

PX UNIVERSITY
Developing Experience Makers

CCPXP
Culturally Competent Patient Experience Professional™
Certified by PX Academy

Have a question?
Contact Us: info@pxacademy.com