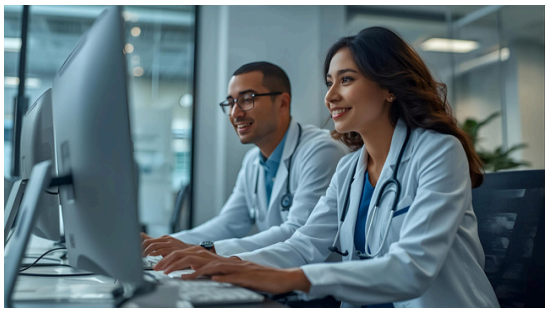
PX ACADEMY
Excellence in Person-Centered Care

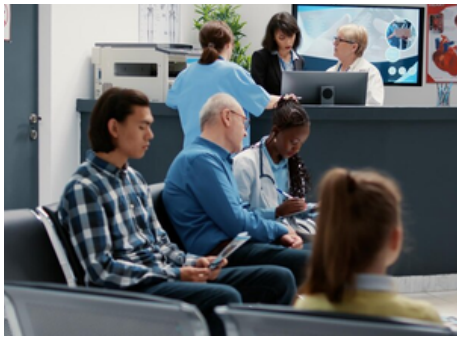
In Partnership with...
ICX
INSTITUTE OF CUSTOMER EXPERIENCE

PX Academy is a subsidiary of CX University

Patient Experience Specialist (PXS™) Program

PX Academy & CX University introduces an award-winning online PX certification program.





Master the Art of Patient Experience

Our comprehensive training programs empower individuals to optimize PX strategies and achieve lasting results.

Purchase the PXS™ Program

Courses adhere to the Science of Adult Learning

- Narrative texts
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PX Academy builds talent ecosystems to drive innovation and economic growth through a culture of patient and employee obsession.

Anytime
Anywhere
Learning

PXS
PATIENT EXPERIENCE CERTIFICATE

PX ACADEMY

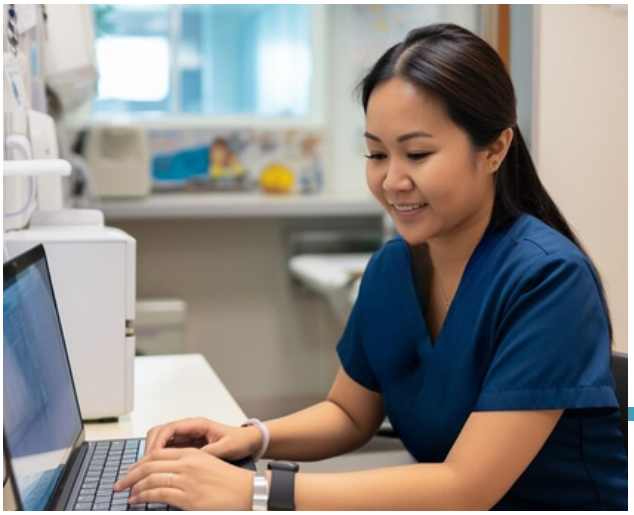
+93 on the NPS
never standing still

PX IS EVERYBODY'S BUSINESS

We can also customize programs for your entire organization.

Aligned to your organization's mission and values and co-created.

Let's Meet - Contact Us for More Information



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Patient Experience Specialist Program (PXS™) Courses

PX721: Patient Experience Strategy

- Develop a patient experience strategy that aligns with business and patient needs.
- Learn best practices and frameworks to tailor PX strategies to your community.

PX722: Patient Centric Culture and Accountability

- Foster a culture of empathy, accountability, and service excellence throughout your organization.
- Drive cultural transformation by engaging employees and measuring patient-centric progress.

PX723: Patient Experience Metrics and Analysis

- Master data-driven tools to measure, analyze, and improve PX outcomes.
- Use qualitative and quantitative data to align insights with strategic goals.

PX724: Improvement and Design

- Apply design thinking to co-create and implement innovativePX solutions.
- Map patient journeys and develop scalable improvements that boost loyalty and value.

PX725: Voice of the Customer/Patient (VOC/VOP) and Intelligence

- Leverage patient feedback to drive continuous improvement and organizational intelligence.
- Integrate VOC programs to transform insights into strategic care enhancements.

La Saundra Eagles, BSHA, PXS Customer Service Senior Analyst, EVERNORTH CARE GROUP

The PXS program deepened my understanding of placing patients at the center of all we do... As a patient advocate, I ensure the voice of the customer is heard... The program content is easy to read and self-guided, fitting well with my job and family needs. The breakout sessions were great for learning from other students... I can improve my care delivery to my patients and coworkers.

The Patient Experience Specialist (PXS™) Program:

Two Options for Individuals:

Learn at Your Own Pace

- **Online** – build your knowledge in PX with online courses.
- **Access** – 3 months to complete the courses and study for the PXS™ exam.
- **Receive the Patient Experience Specialist (PXS)™ certificate** – take and pass the PXS™ exam.
- **Practice Tests** – hundreds of exam prep questions for review.

Contact us if interested.

Blended Learning (Includes all the above.)

- **Cohorts*** – share ideas and work with PX colleagues.
- **Study group** – supplement your learning with 90-day access to a PX expert.
- **Collaborate** – engage and bring PX to life.
- **Feedback** – ideate freely and get input from others.

Purchase the Patient Experience Specialist (PXS™) Program

*PXA reserves the right to cancel a cohort class with less than 10 participants.



Dr. Tina Calloway

I cannot say enough good things about how the Patient Experience Specialist Certification has helped me grow... The training covered nuances I tend to overlook and allowed me to develop a more empathetic view... The immersive training and outstanding videos make it a stellar experience! I will recommend this course to others – well worth the time and cost. Invaluable life skills that will remain with me forever.

PX UNIVERSITY
Developing Experience Makers

PX ACADEMY
Excellence in Person-Centered Care

PURCHASE the
Patient Experience Specialist (PXS™) Program

PXAcademy.com **info@pxacademy.com**

