

# Does compassion add up?



Practicing Cultural Humility in outreach with **data in mind**



People  
at the center



Compassion  
in practice



Cultural  
Humility



Data  
that informs



*Better decisions. ♥ Stronger communities. ♥ Greater impact.*

If compassion improves  
outcomes...why doesn't it  
always show up in the  
data?

**What the  
system  
saw...**

**VS**

**What was  
actually  
happening**

# CapaziT | Does Compassion Add Up?

This is not about *better data* collection  
or *better communication*

This is about **CULTURAL HUMILITY** as a  
method for deeper understanding

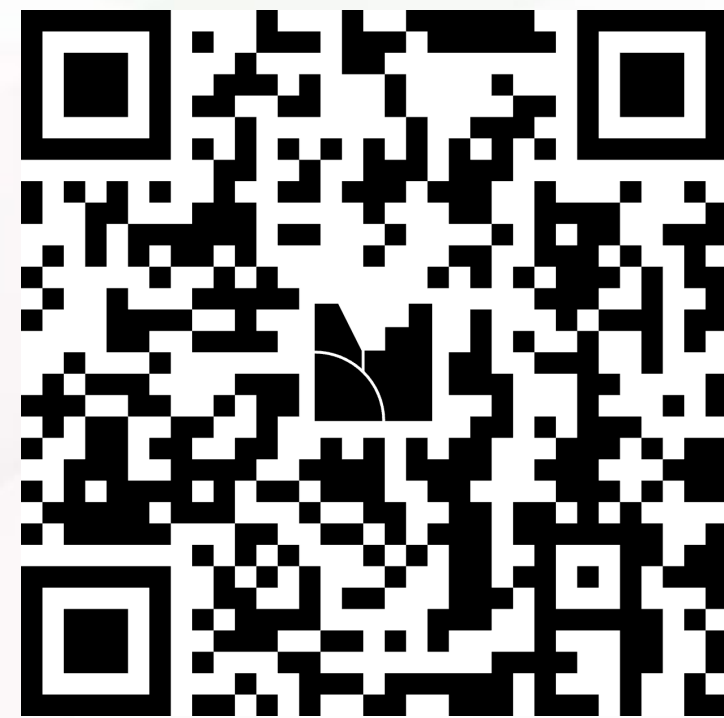
**Cultural humility improves  
accuracy.**

Not just relationships.

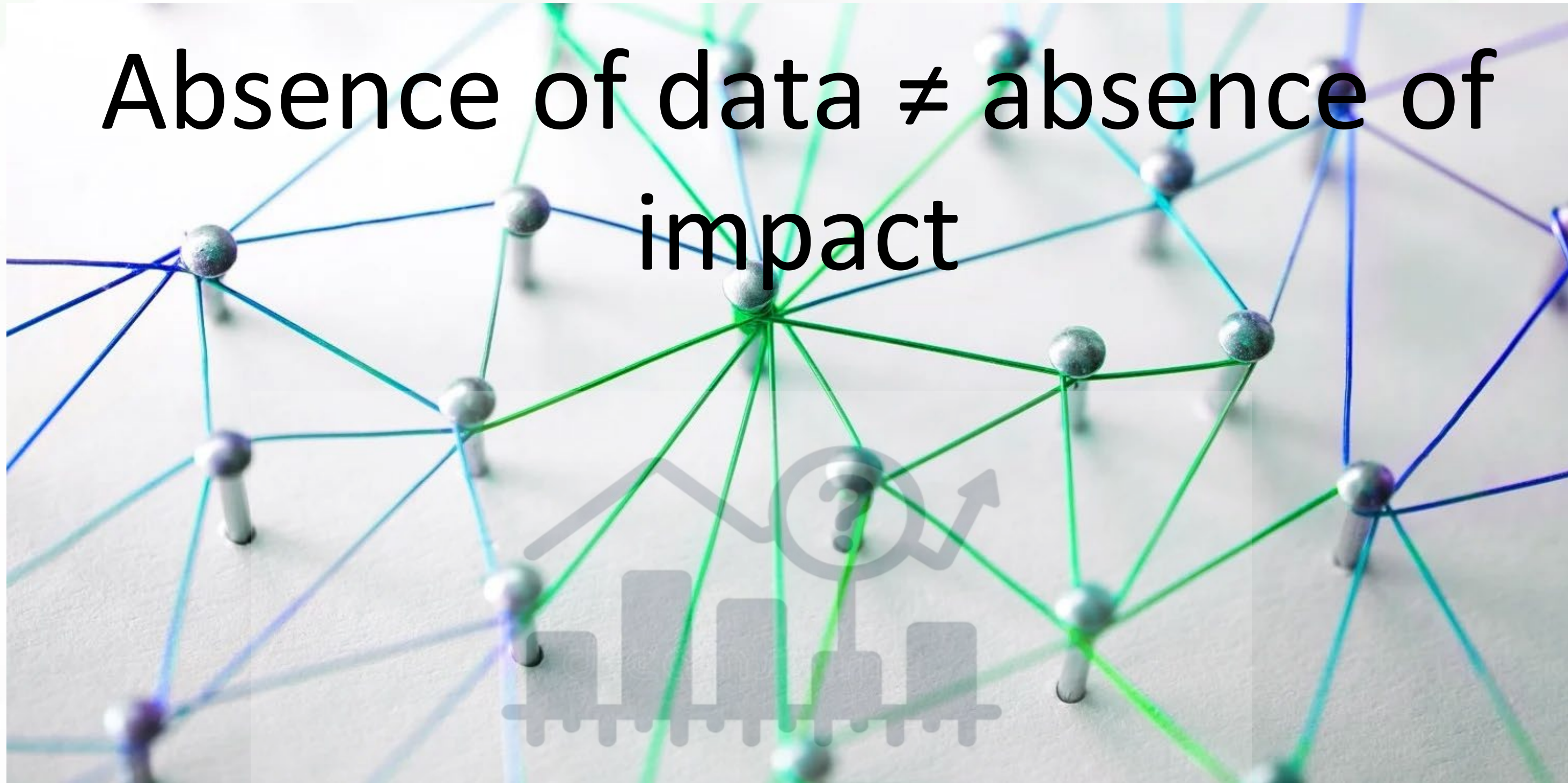
A close-up photograph of a hand placing a white letter block with the letter 'A' on top of a row of white letter blocks that spell out 'HUMANITY'. The blocks are arranged on a reflective surface, and the background is a blurred green and blue outdoor setting.

H U M A N I T Y

**What are the most important data points in your work?**



**Absence of data  $\neq$  absence of  
impact**



*Turn and discuss:*

find two people and discuss times when you felt your human to human connection was more impactful than your role as a government employee in meeting the community's need.



# CapaziT | Does Compassion Add Up?



**Cultural Humility**

# Pillars of Cultural Humility

## Self-Awareness



*What **assumptions** am I bringing?*

# Power Awareness

How does **my role** shape

their **response**?



# Relational Accountability

*Am I accountable  
to the person  
or just the system?*



# Pillars of Cultural Humility Co-Creation



*Understanding is **built together**—not extracted*

# 4 Pillars of Cultural Humility



## SELF-AWARENESS

“Check yourself first.”

- Recognize own biases and emotional triggers.
- Avoid ‘judgmental data’ in case notes.



## POWER AWARENESS

“Check the room.”

- Acknowledge institutional/legal authority.
- Build safety, especially for marginalized groups.



## RELATIONAL ACCOUNTABILITY

“Keep your word.”

- Prioritize trust over meeting metrics.
- Be answerable to the community, not just VDH.



## CO-CREATION

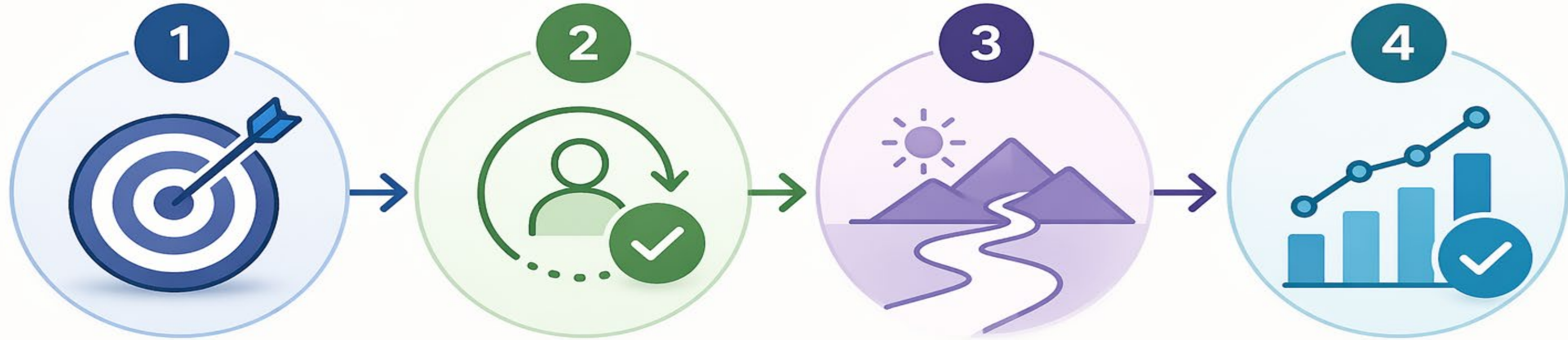
“Build it together.”

- Collaborate on custom treatment plans (DOT).
- Blend medical & patient expertise.

# Break

- 10 Minute Break

# Data systems measure what is easy—not always what is true



## Metric defined

We decide what matters and how we will measure it.

## Behavior adapts

People understand the metric and change their behavior.

## Reality simplifies

Complexity reduces as the right things become routine.

## Data confirms system

The data validates improvement and reinforces the system.



# The Story of Maria



*“Where did compassion show up in this story?”*

*“Where did the system make it harder to act on it?”*

*“What would we need to measure differently to see the full reality?”*

Without cultural humility, data reflects compliance—not reality



VS



# CapazIT | Two Outreach Scenarios:





# CapazIT

## *Our Story*

What is one behavior you plan to change to improve how you reach out to newcomer communities?

