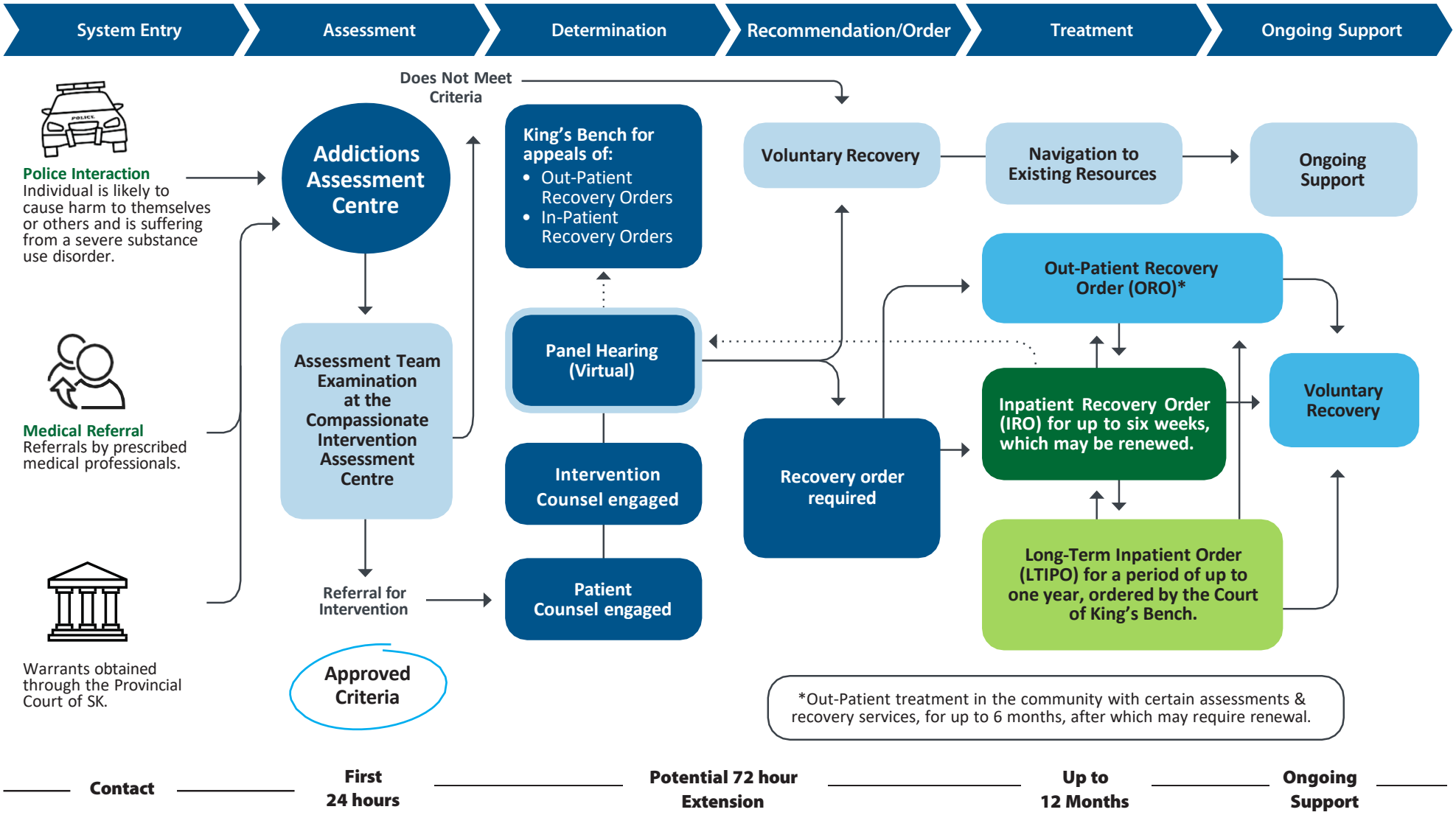Compassionate Intervention - Visual Process Map