



Health Equity and Learning & Development Update

Stacy Wells | Executive Director, Health Equity

The rapidity of change—including artificial intelligence and workforce transformation—is leading to decreased employee well-being, increased workloads, and feeling less relevant. “Clearly, an intentional, more empathetic approach is needed—one that changes the narrative from ‘change exhaustion’ to ‘changefulness,’”

“Change exhaustion stems from traditional top-down change and learning approaches. By contrast, changefulness goes beyond these traditional approaches and cultivates workers’ abilities to adapt, experiment, learn, and evolve as a daily muscle embedded in work, not as a disruption.”

Deloitte’s 2026 Global Human Capital Trends report

Learning & Development

Providing the skill development, personal growth opportunities, and training requirements for our staff:

- Improve workforce efficiency
- Contribute to employee retention and engagement
- Fulfill requirements
- Contribute to positive patient experience

Learning & Development

Strategic Objectives

- Advance quality of development with reliable data and consistent development pathways
- Uphold a culture of partnership by delivering reliable tools, coherent leadership paths, and insightful thought leadership
- Strengthen department culture by fostering collaborative practices and nurturing psychological safety
- Improve end user-experience and reduce waste

Learning & Development

- DCT Supervisor Core
- New Learning Management System (LMS)
- DCT Unified Learning Plan

Health Equity

Empathy is shown to be vital to therapeutic relationships and better health outcomes, helping patients feel understood, fostering trust, and improving satisfaction and cooperation, the majority of healthcare workers struggle to apply it consistently in real clinical settings. This gap highlights why empathy training and culture change in healthcare are so important.”

Moudatsou et al., 2020. The Role of Empathy in Health and Social Care Professionals

“Relational empathy ...cultivated in a variety of social contexts, can enhance both intercultural understanding and commitment to social justice on the individual level.”

Eichbaum, 2022. Empathy Across Cultures – One Size Does Not Fit All

Inclusive Workplace

Creating a workplace culture where everyone is treated with respect and valued for their contributions. All employees feel valued, respected, and supported, regardless of their background or identity. Policies and procedures are implemented and managed so that employees' rights are preserved.

- Intercultural Development Inventory (IDI) at the leadership level
- Monthly Learning Opportunities
- On-demand CBT library

Equitable Patient Outcomes

Creating a health care system that can effectively deliver services that meet the social, cultural, and linguistic needs of patients to improve outcomes and the quality of care.

- Race, Ethnicity, and Language (REaL) Data
- Address Language Access Needs
- Embed Culturally and Linguistically Appropriate Services (CLAS)

- Culturally and Linguistically Appropriate Services (CLAS) Conference
- Language Access
- Collaboration
 - SMEC
 - Technology
 - Human Resources
 - Learning & Development
 - Policy

Achieving cultural competence in an organization requires the participation of racially and ethnically diverse groups and underserved populations in the development and implementation of culturally responsive practices, program structure and design, treatment strategies and approaches, and staff professional development.



Thank You!

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