

MICHELLE SCOTT

Professional Summary

Strategic operations and risk oversight leader with more than 15 years of experience in highly regulated environments. Experienced in governance-aligned compliance, emergency planning, and cross-sector collaboration. Brings professional expertise and lived experience navigating aging and disability systems, with a strong commitment to advocacy, accountability, and ethical oversight for vulnerable populations.

Areas of Board Contribution

- Governance & Policy Oversight
- Strategic Planning & Systems Evaluation
- Public Accountability & Ethical Decision-Making
- Emergency Preparedness & Crisis Leadership
- Stakeholder Communication
- Regulatory Compliance & Risk Management
- Vulnerable Adult Advocacy
- Cross-Agency Collaboration
- Operational Oversight in Regulated Environments
- Resource Navigation & Systems Coordination

Governance & Committee Experience

- Secretary/Treasurer, Wisconsin Air Medical Council (2018-2020)
- Emergency Preparedness Committee, Milwaukee Regional Medical Center (2018-2020)
- Women in Leadership Business Resource Group, Froedtert (2021-Present)

Work History

Security Operations Center Manager, 01/2020 to Current

Froedtert ThedaCare Health – Menomonee Falls, WI

- Provide enterprise-wide risk and compliance oversight across multi-site healthcare facilities.
- Partner with executive and clinical leadership to strengthen governance, safety policy, and regulatory readiness.
- Lead post-incident reviews and corrective action planning to enhance organizational accountability.
- Oversee infrastructure strategy and vendor partnerships supporting system-wide safety operations.
- Serve as a subject matter expert during emergency planning and drills. Coordinate incident response and after-action analysis post incident to strengthen team readiness.
- Deliver security awareness and workplace violence prevention training to promote a proactive safety culture.

Communications Center Manager, 12/2017 to 12/2019

Flight For Life – Waukesha, WI

- Directed 24/7 air medical dispatch operations, overseeing communications, logistics, and emergency transport coordination. Maintained fast, accurate responses in high-pressure situations.
- Supervised dispatch staff, set performance goals, and implemented system improvements. Boosted accuracy and cut response delays.
- Developed and enforced quality control protocols. Ensured compliance and reliable emergency handling.
- Worked closely with the Director of Operations on reporting, compliance audits, and team cross-training, ensuring functional alignment.

Education

Bachelor of Arts: Interdisciplinary Social Sciences

State University of New York - Stony Brook, NY