

# Rooted in Resilience: Celebrating 15 Years of Dedication with Lauren Marshall-Kunz



Among MMP's core values, one resonates with Lauren above all: *"If it were easy, everyone would do it."*

To her, this phrase captures the essence of the work. The systems are complex, the compliance requirements ever-evolving, and the stakes incredibly high — especially in long-term care. Yet despite the obstacles, the team continues to innovate, adapt, and improve. This value isn't about difficulty; it's about purpose. It's about doing the hard things because they matter.



## A Humble Beginning with Big Purpose

When Lauren Marshall-Kunz joined MMP 15 years ago, her path into the workforce was personal and intentional. After years as a stay-at-home mom, she was ready to rediscover her identity beyond motherhood. With encouragement from her sister-in-law — already a part of MMP — she applied for a role in a field she had no formal experience in.

**What she found was more than a job. It was a place that believed in potential, and a culture that would support her through every phase of growth — both professionally and personally.**

She started her journey as a dispensing technician. Back then, MMP was small — just a handful of employees servicing one or two communities. The shelves were modest, the automation minimal, and the team tightly knit. Despite her nerves, Lauren quickly immersed herself in every aspect of the pharmacy, learning by doing and leading by example.

## Wearing Many Hats: A Front Row Seat to Growth

Lauren's early years were marked by versatility and determination. In those days, there were no distinct

departments. Everyone pitched in — data entry, billing, fulfillment, packaging. Wherever there was a gap, Lauren stepped in. In one instance, she unexpectedly took over data entry simply because the only team member trained in that role went on maternity leave. She didn't hesitate — she learned and adapted on the spot.

Through this hands-on experience, she developed a deep understanding of MMP's operations. This cross-functional exposure laid the foundation for her eventual leadership role — giving her both credibility and empathy as she trained new employees, optimized processes, and led intake operations with a blend of heart and discipline.

**MMP's growth over the years — from one machine to a robust, technology-driven operation — is mirrored in Lauren's journey.** She has grown in tandem with the company, evolving alongside the systems, tools, and talent that shape the organization today.



## Advice to the Next Generation

For new employees just beginning their MMP journey, Lauren offers simple but profound advice:

**Don't overthink it.** The learning curve is real, but so is the support. Trust your instincts, prioritize the resident, and know that the team has your back.

## Leading with Intention: The Role of Intake Manager

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Today, as Intake Manager, Lauren plays a crucial role in one of the most important phases of partner care — the first impression. She and her team are responsible for ensuring new residents and communities are brought into the MMP system with clarity, accuracy, and compassion.

But her leadership isn't only about processes. It's about people.

**Lauren believes leadership means helping others find fulfillment in their work.** She prioritizes employee engagement not as a buzzword, but as a commitment — ensuring every team member leaves their shift feeling like they made a difference. That sense of meaning, she believes, is what makes people want to return — and grow — with a company.

## Culture as a Constant

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While MMP has grown significantly over the years, the company's culture of openness and connection has remained remarkably intact. Lauren still appreciates that she can text the CEO, call the VP of Finance and HR, or send a quick message to the President. This accessibility, she says, reinforces a sense of trust and community that isn't often found in companies of this size or complexity.

**She describes MMP's culture as community-oriented, transparent, and grounded in doing the right thing — for partners, residents, and employees alike.** It's a culture built not just by policies, but by people.

## Mentorship, Humor, & Human Moments

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While her career has been marked by learning and leadership, Lauren's journey is also filled with laughter, camaraderie, and moments that reflect the human side of work. From organizing personalized Coca-Cola cans for Nurses Week to light-hearted pranks with colleagues, she's helped build a workplace that values fun as much as fulfillment.

**She credits CEO Labinot Avdiu, as one of her most impactful mentors — someone who set high standards, modeled accountability, and deeply influenced her approach to leadership.** His passion for pharmacy and commitment to excellence inspired Lauren to raise her own standards — and pass them on to her team.

## Impact & Innovation: Looking Ahead

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As MMP continues to scale, Lauren is most excited about the opportunity to expand impact — to reach more residents, support more communities, and continue to innovate in long-term care pharmacy. Her work in automation, fulfillment systems, and even learning to interpret SQL data, has given her firsthand experience with how operational excellence translates to better resident outcomes.

**To her, MMP isn't just keeping up — it's setting the pace. And she's proud to be part of that progress.**

## ■ Rooted in More Than a Role

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When asked to describe her 15-year journey in one word, Lauren doesn't hesitate: **"Rooted."**

Her time at MMP has not just been a career — it's been a foundation. From raising her children while building her professional identity, to developing lifelong friendships and becoming a leader, Lauren's connection to MMP runs deep.

**This milestone isn't just about the years — it's about the impact. Lauren Marshall-Kunz has helped shape the heart of MMP. And in doing so, she's created a legacy that continues to inspire those around her.**

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