

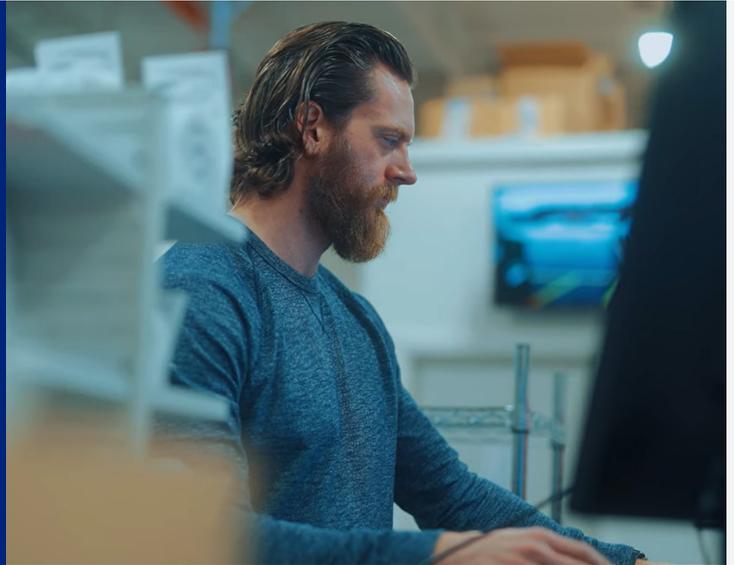
A Decade of Dedication: Celebrating 10 Years with Lou Hoelle



For Lou Hoelle, the past decade at Medication Management Partners has been defined by growth, teamwork, and a commitment to doing what's right for residents.

When reflecting on his journey, one word comes to mind: rewarding. "It can be challenging at times," Lou says. "But at the end of the day, you know the work you're doing is helping someone on the other end — a resident, a nurse, or an entire community. That's what makes it worth it."

Over the past ten years, Lou has grown alongside MMP, evolving from a pharmacy student working part-time to a trusted Staff Pharmacist whose experience and steady presence contribute to the pharmacy team every day.



A Beginning Rooted in Opportunity

Lou's journey with MMP began before he even graduated pharmacy school. A classmate, Steven Windberg, had started working at MMP as a part-time pharmacy technician and introduced Lou to the opportunity. Lou joined the team as a part-time technician while still completing his pharmacy degree.

After graduating about a year and a half later, he officially transitioned into his role as a pharmacist — **beginning a career that would grow alongside the company itself.**

Looking back, the early days of MMP were remarkably different from today. "The pharmacy itself was extremely small," Lou recalls. "It was just a tiny space on the second floor of Doubek Medical Supply. There were only a couple pharmacists, a handful of technicians, and everything was done on site." Despite the small space, those early years created a close-knit environment where everyone worked side-by-side. "You were right there with everyone in the same room," he says. "It was a very small, intimate operation."

Seeing how far the organization has grown since then has been one of the most memorable parts of Lou's journey.

Growing Alongside the Company

Lou's career at MMP reflects the same steady evolution the company itself has experienced.

He began as a fulfillment technician before transitioning into his role as a Staff Pharmacist. Over time, he expanded his responsibilities — gaining experience in both PV1 and PV2 verification processes and taking on new operational challenges.

As the company continued to expand, Lou also stepped into leadership opportunities. At one point, he served as Fulfillment Manager, helping oversee operations during a key period of growth. Later, he also stepped into a Pharmacy Supervisor role, providing support during a time when the team needed additional leadership.

While Lou ultimately chose to return to his role as Staff Pharmacist to focus on patient care and work-life balance with his family, those leadership experiences played an important role in shaping his professional development.

"They helped me grow a lot in terms of communication and leadership," Lou explains. "It gave me a completely different perspective on how the pharmacy operates."

Driving Progress Through Change

One of the moments Lou is most proud of came during his time in a leadership role when MMP transitioned its pharmacy automation system from Parata packaging to the TCGrx system.

The change required entirely new workflows, processes, and training across the pharmacy team. Lou helped lead the transition, working closely with staff to implement the new system and retrain employees. “It was a big change,” Lou says. “Everything about the process was different.”

Despite the complexity, the results were transformative. After the switch, pharmacy operations became significantly more efficient, streamlining medication verification and improving overall workflow.

For Lou, helping guide the team through that transition remains one of the most rewarding accomplishments of his time at MMP.

Collaboration and Doing the Right Thing

For Lou, one of the biggest reasons he has remained at MMP for ten years is the strong team culture within the pharmacy department. “We really operate as a team,” he explains. “Everyone works together to make sure the work gets done and to support each other when needed.”

That spirit of collaboration helps create an environment where colleagues step in for one another and work collectively to ensure residents receive the care they depend on.

Lou also believes that one of MMP’s core values — Always Do the Right Thing — is central to the work pharmacists do every day. “Most of the time no one is looking over your shoulder,” he says. “But if you focus on doing the right thing for the resident, everything else falls into place.” For Lou, that mindset continues to guide his work and reinforces the purpose behind the pharmacy team’s efforts.

Moments That Bring a Smile

When thinking back over ten years at MMP, Lou also remembers the moments of humor and camaraderie that made the journey memorable.

One colleague in particular stands out. “There used to be a pharmacist named Peter who was hilarious,” Lou recalls. “He would always come in with a joke or start singing a Rod Stewart song.” Peter’s lighthearted energy had a way of lifting everyone’s spirits. “He always put a smile on everyone’s face in the pharmacy,” Lou says.

Moments like those are reminders that strong teams are built not just on collaboration — but also on shared laughter.

Looking Toward the Future

After a decade with MMP, Lou remains excited to see what the future holds. Having witnessed firsthand how dramatically the company has grown over the past ten years, he’s curious to see how far it can go.

“Ten years ago compared to today, it’s night and day,” he says. “I’m interested to see where we are another ten years from now — maybe twice as big, maybe even more.”

For Lou, the company’s continued growth represents both opportunity and progress for the residents and communities MMP serves.

■ A Rewarding Journey

Looking back on his time at Medication Management Partners, **Lou sees a career defined by growth, learning, and purpose.** From a pharmacy student working part-time to a seasoned pharmacist with leadership experience, his professional development has taken place entirely within the MMP community.

“I’ve learned so much from leadership and from the other pharmacists here,” he says. “All of my growth as a pharmacist has really happened at MMP.” Through years of change, expansion, and innovation, Lou has remained committed to the same guiding principle that has shaped his career. **Doing the right thing — especially when it matters most. And after ten years, that dedication continues to make a difference for the residents, teammates, and communities MMP serves every day.**

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