

Seven Years Strong: What Intentional Leadership Looks Like Over Time

Medication
Management
PARTNERS



MMP earns its seventh consecutive Great Place to Work® certification — and the results reflect something more than a good year.

Certifications are easy to celebrate. They are harder to earn — and harder still to sustain. For Medication Management Partners, seven consecutive years of Great Place to Work® recognition is not a streak built on momentum. It is built on decisions: how leadership shows up, how trust is reinforced daily, and how a team of people who serve some of the most vulnerable residents in senior living continues to find meaning in that work.

This year's results tell that story plainly. The overall average Trust Index score improved from 83% to 84%. Gains were recorded in Leadership Behavior, Integrity, Communication, Fairness, Engagement, Support, and Personal Job Satisfaction — a sweep across the dimensions that matter most when measuring how people actually experience their workplace. Employees consistently expressed pride in their work, confidence in their leadership, and genuine appreciation for a culture they describe as transparent and purposeful.



"This milestone reflects what we set out to build from day one — an organization where people feel genuinely valued, where leadership is accessible and accountable, and where the mission connects everyday work to something that matters. Seven years is not an accident. It is the result of deliberate choices, made consistently."
— Labinot Avdiu | CEO

Leadership Is the Variable That Compounds

Culture does not sustain itself. The research on workplace performance is clear: the single greatest driver of employee experience is not compensation, perks, or even workload — it is whether employees believe their leadership is credible, fair, and genuinely invested in them.

At MMP, that investment looks like specific operating commitments: structured communication rhythms through EOS, a consistent feedback loop via CultureID tools, and a leadership posture that treats transparency not as a feature but as a requirement. These are not soft cultural attributes. They are operational choices that produce measurable returns — in retention, in team stability, and ultimately in the quality of service delivered to senior living communities.

The year-over-year gains in Leadership Behavior and Integrity scores reflect something important: the team is not just satisfied — they are aligned. They see the mission, they trust the people leading it, and they show up with that confidence every day.

"Reaching seven consecutive years during a period of significant growth is something our entire leadership team is proud of — but what means most is that our people feel it. This certification is their recognition, not ours. We are committed to continuing to build an environment where everyone who joins MMP can do their best work and grow alongside the organization."

— David Doubek | President



Strong Teams Are the Foundation of Strong Partnerships

This matters beyond MMP's walls. The communities MMP serves — assisted living and memory care operators across 34 states — depend on a pharmacy partner that is predictable, responsive, and expert. That level of service cannot be delivered by a team that is disengaged or unstable.

Engaged employees make fewer errors. They stay longer, building institutional knowledge and relationship continuity with the communities they support. They are more likely to go beyond the transactional — to catch a clinical concern, to escalate a delivery issue before it becomes a crisis, to advocate for a resident's care.

For senior living operators evaluating pharmacy partners, workforce stability is not a secondary consideration. It is a direct indicator of operational reliability. A pharmacy team that trusts its leadership, believes in its mission, and feels supported in its work is a team that will show up — consistently, carefully, and at the level of precision that medication management demands.



“When our team feels supported, that confidence carries directly into every interaction with the communities we serve. Our clinical and partner success work depends on consistency — and consistency starts with people who are engaged, trusted, and invested in the outcome. That is what we have built here.”

— **Patrice Johnson** | VP of Partner Success

2026 Survey Highlights at a Glance

- Overall average Trust Index score: 84% (up from 83%)
- Year-over-year gains in: Leadership Behavior, Integrity, Communication, Fairness, Engagement, Support, Personal Job Satisfaction
- Employees report strong pride in their work and confidence in leadership
- Culture, transparency, and organizational commitment to people cited consistently
- Growth areas identified: workload management, work-life balance, cross-team collaboration
- 7th consecutive year of Great Place to Work® certification

Honest About Where Growth Is Still Needed

Earning this certification for a seventh consecutive year does not mean the work is finished. Employee feedback points to meaningful opportunities in workload distribution, work-life balance, and cross-team collaboration. These are real challenges, and MMP is not shy about naming them. Fast-growing organizations that serve demanding industries often find that operational capacity expands faster than the support structures that sustain the people delivering it.

The organizations that stay great places to work are the ones that treat their survey results as a strategic roadmap, not a report card to manage. MMP’s leadership has committed to addressing these themes directly — because the same transparency that earned this certification demands it.

People Strategy Is Business Strategy

Workplace culture is not separate from financial performance — it is a leading indicator of it. Organizations with high employee trust consistently outperform peers on retention, productivity, and customer satisfaction. For a pharmacy operation, where precision, timeliness, and relationship management are core to the value proposition, the connection is direct.

From a financial standpoint, the cost of turnover in a specialized pharmacy environment is significant — onboarding, training, and the relationship rebuilding that comes with staff changes all carry real cost. Sustained certification and the culture it reflects translate into lower voluntary turnover, more predictable operating costs, and a workforce that scales with the business.

“Culture is an investment, and like any good investment, it compounds over time. When we retain great people, we protect institutional knowledge, reduce onboarding costs, and build the kind of organizational capacity that supports growth. Seven years of certification is not just a people story — it is a financial one. Our team is our most durable competitive advantage.”

— **Samantha Oryhon** | VP of Finance & Human Resources



What Seven Years Signals to Those Considering MMP

For professionals exploring their next role, workplace certification data is useful — but tenure of certification is what reveals character. Any organization can have a good year. Seven consecutive years of Great Place to Work® recognition across a period of rapid growth, market disruption, and industry-wide workforce pressure is a different kind of proof.

If you are looking for a place where your work carries direct clinical and operational significance — where a pharmacy team’s performance matters to the daily lives of thousands of seniors across 34 states — MMP’s record suggests this is an organization worth exploring.

About Medication Management Partners

Medication Management Partners (MMP) is a centralized long-term care pharmacy serving exclusively assisted living and memory care communities across 34 states. Founded in 2010 and headquartered in Crestwood, IL, MMP is a seven-time Great Place to Work® certified organization and eighth-time Inc. 5000 honoree. Learn more at mmprx.com