



MONUMENT
HEALTH

2024-2025 Annual Report

LOOKING BACK ON FISCAL YEAR 2025

Monument Health has five priorities that guide our initiatives, activities and projects to ensure that the organization continues to fulfill its mission, vision and values. Each year, during the strategic planning process, we select a single metric for each priority to serve as a key measure of our progress. Below are our five priorities, their associated key metrics and actual results for Fiscal Year 2025.

Deliver High-Quality Care

60% of departments that demonstrate progress in an approved departmental performance improvement metric.

GOAL	ACTUAL
60% of Departments	65.32% of Departments

Provide a Caring Experience

53% of departments that meet or exceed their departmental Press Ganey top box score goal. Top Box scores are measured by Press Ganey patient experience survey submissions (9s, 10s, Very Good or Always, depending on the survey).

GOAL	ACTUAL
53% of Departments	38.3% of Departments

Be a Great Place to Work

Celebrate our Five Values in Action (Trust, Respect, Compassion, Community & Excellence) by measuring the number of "WOW" cards and e-Cards throughout the fiscal year.

GOAL	ACTUAL
42,000 Wow and e-Cards	52,144 Wow and e-Cards

Impact Our Communities

We will make a difference in our communities by reaching out to directly address the health needs of community members through health screenings at planned community events throughout the year.

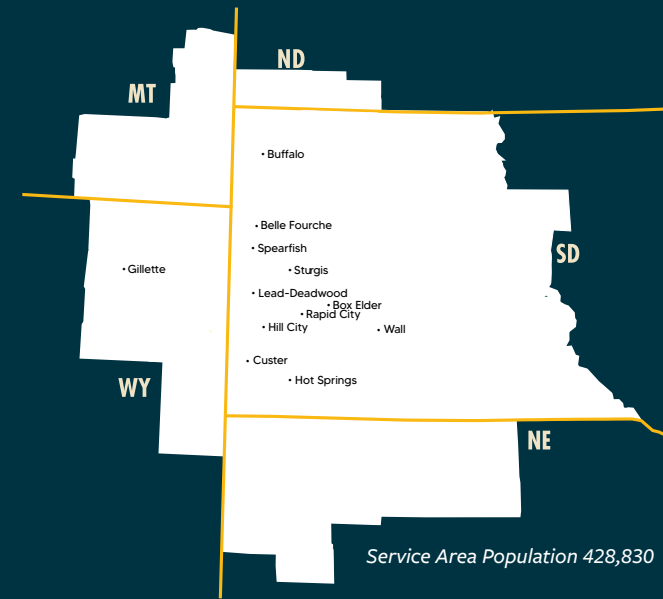
GOAL	ACTUAL
20,000 Health Screenings	21,616 Health Screenings

Be Here for Generations to Come

We will align services and resources for the future.

Measured as earnings before interest, depreciation and amortization (EBIDA).

GOAL	ACTUAL
7.8% EBIDA	7.0% EBIDA



LARGEST HEALTH CARE SYSTEM IN WESTERN SOUTH DAKOTA

5 hospitals | 24 clinic locations

1 assisted living facility | 1 care center

2 urgent cares

9 specialty treatment centers:

Cancer Care Institute, Heart & Vascular Institute, Rehabilitation Institutes (2), Dialysis Centers (2), Behavioral Health Center, Neuroscience Center, Surgery Center, Orthopedic & Specialty Hospital

Deliver High-Quality Care

Awards and Recognition

Monument Health is nationally-recognized. Yet, our most meaningful accomplishment is consistently delivering high-quality care to our patients. And we will continue to strive to meet the needs of our communities and improve the health and wellbeing of everyone in the Black Hills region for generations to come.



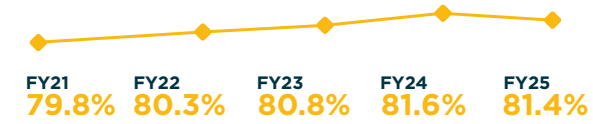
In the increasingly complex and competitive world of health care, skilled Physicians are in high demand. Monument Health continues its strong growth path, adding new physicians to meet the needs of a growing Black Hills population.

32 New physicians joined Monument Health in fiscal year 2025.

Provide a Caring Experience

Press Ganey

Top Box Scores



Google Reviews

Total Reviews | Average Rating (Stars)
48.3K | **4.8** ★★★★★

Be a Great Place to Work

New Hires

19.7% INCREASE
 More professionals chose to join our team in FY25, with external hires increasing from 1,472 to 1,762. This growth strengthens our ability to serve patients and communities while supporting the future of our workforce.

Junior Position Profiles

36% INCREASE
 The number of junior position profiles grew from 11 to 15 year over year, creating more opportunities for individuals beginning their careers. This expansion supports workforce development efforts and helps build a stronger talent pipeline for the future.

Nurse Extern Applications and Starts

14% INCREASE
 Recruitment activity continued to grow in FY25, with applications increasing from 63 in FY24 to 72 in FY25, a 14% increase year over year. Offers also rose from 55 to 58 during the same period.

Apprenticeships and Medical Assistant Promotions

Career advancement and workforce development initiatives continued to gain momentum in FY25. Clinical Assistant hiring increased from 75 to 90 team members, representing a 20% year-over-year increase. Internal career progression also remained strong, with 34 Clinical Assistants advancing to Medical Assistant roles, up from 26 in FY24—a 31% increase. To further strengthen the talent pipeline, 11 employees enrolled in the new Medical Assistant Apprenticeship program during FY25. The program demonstrated early success, achieving a 100% retention rate after 90 days, with all 11 apprentices remaining with the organization.

Scholarships awarded

Education is a valuable tool for current and future Caregivers and we are a proud sponsor of the Build Dakota Scholarship Fund. The program provides free education for qualifying students seeking skills education at South Dakota technical colleges.

Students receive financial support while seeking degrees as a Registered Nurse, Licensed Practical Nurse, Surgical Technologist or Medical Lab Technologist. Monument Health pays for half of the education and the State of South Dakota pays the rest. According to the Build Dakota website, graduates of South Dakota's technical colleges have a 98-100% placement rate.

96 Build Dakota Scholarships

64 Internal Monument Health Nursing Scholarships

Impact Our Communities

Sponsorships

In fiscal year 2025, Monument Health invested \$575,000 in sponsorships, benefiting 210 local community organizations.

Our Sponsorship Priorities are:

- Health and Wellness
- Community Health Needs
- Active and Healthy Lifestyles
- Civic and/or Community Development
- Sports Medicine

\$575,000
SPONSORSHIPS
210 ORGANIZATIONS

Health Screenings

Beyond financial support, we have offered 21,616 free or discounted screenings to enhance the well-being of our communities at community events and locations. Furthermore, Caregivers contributed 25,000 volunteer hours in support of the community.

Health screenings included blood pressure, pulse, oxygen saturation, sports physicals, hearing checks, genetic cancer risk, wellness labs, anxiety risk, ABI, skin checks, STI screens and diabetes risk.

Monument Health conducted the screenings at events such as the Black Hills Stock Show, Kids Fair, Home Show, Hills Alive, Central States Fair, Black Hills Pow Wow, the Lakota Nation Invitational as well as senior centers, sporting events, Veterans of Foreign Wars chapters, community centers, churches and health fairs.

21,616
SCREENINGS

Impact Our Communities

Sports Medicine

Sports Medicine practitioners and certified athletic trainers currently partner with area high schools and athletic organizations in South Dakota, Nebraska and Wyoming. In addition, we provide orthopedic medical coverage, athletic training and strength and conditioning programs to NCAA D2 Black Hills State University, Chadron State College and South Dakota Mines. We are also the orthopedic and sports medicine provider overseeing The Monument event center in Rapid City.





Be Here for Generations to Come

Service Data

Hospital Admissions

2024	2025
25,342	25,787

Patient Days

2024	2025
113,558	109,872

Visits to Emergency Department

2024	2025
72,753	75,268

Surgery Cases

2024	2025
14,011	13,537

Babies Delivered

2024	2025
2,510	2,204

Hospital Beds

2024	2025
548	549

Long-term Care Resident Beds

2024	2025
47	42

Medical Staff Members

2024	2025
629	669

Clinics

2024	2025
23	24

Clinic Visits

2024	2025
643,397	664,692

Be Here for Generations to Come

Community Benefit

(in 000's)

PAYROLL AND BENEFITS

2024	523,788
2025	554,617

CHARITY CARE, UNREIMBURSED MEDICAID AND BAD DEBT AT COST

2024	75,020
2025	91,419

OTHER COMMUNITY BENEFIT AND COMMUNITY BUILDING EXPENSES

2024	48,377
2025	41,457

MONUMENT HEALTH COST TO OPERATE PER DAY

2024	3,147
2025	3,411

LOCAL, STATE AND FEDERAL TAXES PAID

2024	30,837
2025	32,926

Financial Summary

Statement of Operations (in 000's)

Revenue and Expenses	FY24	FY25
Net Patient Services Revenue	1,114,317	1,199,683
Other Operating Revenues	65,964	63,754
Net Operating Revenues	\$1,180,281	\$1,263,437

Operating Expenses	FY24	FY25
Payroll and Benefits	523,788	554,617
Medical Supplies	297,241	334,356
Purchased Services	203,562	225,874
Other Operating Expenses	54,148	59,232
Depreciation	61,284	59,432
Interest	11,658	11,407
Total Expenses	\$1,151,681	\$1,244,918
Net Income from Operations	\$28,600	\$18,519

Balance Sheet	FY24	FY25
Current Assets	296,965	296,699
Funds for Building, Equipment Replacement and Debt Repayment	570,475	639,042
Other Restricted Use Investments	51,119	59,597
Land, Building and Equipment	559,120	564,867
Other Assets	18,886	16,932
Total Assets	\$1,496,565	\$1,577,137

Current Liabilities	126,801	134,447
Long-term Debts	349,409	340,759
Other Liabilities	32,010	45,327
Unrestricted Fund Balance	961,849	1,032,211
Restricted Fund Balance	26,496	24,393
Total Liabilities and Fund Balance	\$1,496,565	\$1,577,137

*Preliminary - subject to change

Expanding to Meet Growing Needs



Mall Drive Campus Groundbreaking

Phase 1: Emergency Department with Inpatient Capabilities slated to open June 2026.

Phase 2: Multi-Specialty Care Clinic



Rapid Valley Clinic

- Urgent Care services with extended hours and walk-in availability
- Primary Care services for ongoing health management
- Laboratory and imaging services
- Convenient access for one of the region's fastest-growing populations



Box Elder Clinic

- Urgent Care services for walk-in treatment of non-life-threatening illnesses and injuries
- Primary Care services for ongoing health management
- Laboratory and imaging services
- Extended hours to accommodate military and civilian families
- TRICARE network participation for seamless care of military families



Spearfish Expansion

- 6 new Operating Rooms for increased surgical capacity
- 2 Endoscopic procedure rooms for advanced diagnostic and therapeutic procedures
- 15 new medical surge beds and 4 Intensive Care rooms for expanded inpatient services
- New surgery prep and recovery spaces
- Central sterile surgery support areas
- Updated kitchen and dining facilities
- A completely redesigned Emergency Department

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Deliver High-Quality Care

Percentage of Monument Health departments completing a performance improvement activity using the Institute for Healthcare Improvement (IHI) Model for Improvement.

GOAL METRIC

50%
of Departments

Provide a Caring Experience

Percentage of departments that meet or exceed their patient experience goal for the question:

"How well the staff worked together for you."

GOAL METRIC

50%
of Departments

Be a Great Place to Work

Celebrate our 5 values in action (Trust, Respect, Compassion, Community & Excellence) by measuring the number of "Wow" cards given along with e-Cards, celebrating life events.

GOAL METRIC

54,000
Wow and e-Cards

Impact Our Communities

Number of Community Health Screenings completed at planned community events throughout the year.

GOAL METRIC

23,000
Health Screenings

Be Here for Generations to Come

% EBIDA (Earnings before interest, depreciation and amortization)

GOAL METRIC

7.5%
EBIDA



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