



7 Questions Every Behavioral Health Leader Should Ask Before Choosing a Patient Observation & Rounding Solution

Use this guide to evaluate solutions that support safer care, strengthen compliance, and help your team work more efficiently.

Behavioral health organizations are facing increasing pressure to improve patient safety, strengthen compliance efforts, and better support frontline staff — all while navigating staffing shortages, rising operational demands, and evolving regulatory expectations.

As organizations evaluate digital rounding and patient observation platforms, choosing the right solution involves more than simply replacing paper with technology. The right platform should support safer care environments, improve visibility into daily operations, simplify documentation processes, and help staff work more efficiently.

The following seven questions can help behavioral health leaders evaluate potential solutions and make more informed technology decisions.

01 Does the platform support behavioral health-specific workflows?

Not all rounding platforms are designed for the unique needs of behavioral health environments. The right solutions should match your clinical workflows - not the other way around.

Behavioral health organizations often require workflows that support:

- Specific patient check intervals such as Q15 or Q30
- Group rounding
- Patient transfers
- Suicide and elopement precautions
- Real-time patient visibility

Solutions originally built for acute care or general hospital rounding may not offer the flexibility needed to effectively support behavioral health operations.

When evaluating a platform, healthcare leaders should look for technology designed specifically for behavioral health workflows rather than systems adapted from other care settings.

02 What happens if Wi-Fi goes down?

Downtime preparedness is one of the most overlooked considerations when evaluating digital rounding solutions.

In behavioral health settings, observation documentation cannot stop simply because connectivity is interrupted. Missing or delayed documentation can create compliance concerns, operational challenges, and gaps in accountability.

Facilities should consider whether a platform can:

- Continuing functioning offline
- Securely store rounds during outages
- Automatically sync once connectivity returns
- Maintain accurate timestamps and audit trails

Reliable offline functionality helps support documentation continuity and operational consistency, even during network disruptions.

03 Does the system provide real-time visibility into rounding activity?

Paper-based workflows often make it difficult for leadership teams to identify missed rounds, delayed observations, or workflow gaps in real time.

Modern digital rounding platforms should provide visibility across units, shifts, and facilities so teams can identify and address issues more proactively.

Helpful capabilities may include:

- Live dashboards
- Missed round alerts
- Escalation workflows
- Audit-ready documentation
- Leadership oversight tools

Greater visibility can help strengthen accountability, reduce risk, and support faster operational response when issues arise.

04 Does the system provide real-time visibility into rounding activity?

Behavioral health organizations continue to face growing scrutiny around patient safety, observation practices, and documentation consistency.

Technology should help simplify compliance efforts rather than create additional administrative burden.

When evaluating a solution, healthcare leaders should consider whether it supports:

- Standardized rounding workflows
- Consistent documentation practices
- Reporting and audit preparation
- Policy alignment
- Historical documentation retrieval
- Time-stamped observation records

Solutions that improve documentation consistency can also help organizations feel more prepared for surveys, audits, and regulatory reviews.

05 Is the solution easy for frontline staff to adopt?

Even the most advanced technology can struggle if it creates friction for frontline teams.

Behavioral health staff already manage demanding workloads, high patient acuity, and extensive documentation requirements. Technology should simplify workflows rather than add unnecessary complexity.

Important considerations include:

- Ease of use
- Speed of documentation
- Training requirements
- Mobile and tablet usability
- Workflow efficiency
- Staff adoption support

User-friendly systems can improve adoption, reduce frustration, and support more consistent rounding practices across teams.

06 Can leadership access meaningful operational insights?

Digital rounding platforms should provide more than basic task tracking.

Healthcare organizations increasingly rely on operational data to identify trends, improve workflows, and support strategic decision-making.

Leadership teams should have access to insights such as:

- Observation completion trends
- Compliance and audit readiness reporting
- Visibility into missed, late, and completed observations
- Staffing visibility
- Workflow performance metrics
- Unit-level operational insights
- Exportable reports and analytics
- Documentation that can support Joint Commission surveys and regulatory reviews

The right solution should help organizations move beyond reactive oversight and toward more proactive operational management.

07 Will the platform scale with your organization?

As behavioral health organizations grow, maintaining operational consistency becomes increasingly important.

Healthcare leaders should consider whether a solution can support:

- Multiple facilities
- Standardized workflows across locations
- Role-based permissions
- Future integrations
- Expanding reporting needs
- Long-term operational growth

Scalable technology can help organizations maintain visibility, accountability, and workflow consistency as operational demands evolve.

Behavioral health leaders are navigating increasing operational complexity while working to improve patient safety, strengthen documentation practices, and better support frontline staff.

Choosing the right patient observation and rounding platform is about more than digitizing workflows — it is about creating a safer, more connected, and more accountable care environment.

Organizations evaluating digital rounding solutions should look for platforms that support behavioral health-specific workflows, improve operational visibility, simplify compliance efforts, and scale alongside evolving organizational needs.

By asking the right questions early in the evaluation process, healthcare leaders can make more informed technology decisions that support both patient care and long-term operational performance.

About RoundRight

RoundRight is a behavioral health-focused patient observation and rounding platform designed to support safer workflows, stronger accountability, and improved operational visibility across behavioral health environments.

To learn more or schedule a personalized demonstration, visit www.Round-Right.com.