Data Trend Analysis Report

Provider Operations — Last 30 Days | Spring Health

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KEY FINDING: Tuesday Escalation Spike
Provider issue escalations spike 38% on Tuesdays compared to the weekly average, likely driven by Monday intake volume processing overnight. **Recommendation:** Schedule 20% additional Provider Operations staff on Tuesday mornings and implement Monday end-of-day triage review to reduce carryover volume.

Summary Statistics

Total Issues	Resolved	In Progress	Escalated	Avg Resolution Time
181	75	73	33	2.4 days

Issue Volume by Day of Week

Day	Count	% of Total	vs. Avg
Monday	24	13.3%	-3%
Tuesday	**38**	**21.0%**	**+38% ■**
Wednesday	28	15.5%	+2%
Thursday	27	14.9%	-2%
Friday	25	13.8%	-5%
Saturday	20	11.0%	-27%
Sunday	19	10.5%	-31%

Issues by Type

Issue Type	Count	% of Total	Avg Resolution
Credentialing	42	23.2%	3.1 days
Scheduling	38	21.0%	1.2 days
Technical / Portal	35	19.3%	1.8 days
Billing & Payments	33	18.2%	2.9 days
Clinical Support	33	18.2%	2.1 days

Issues by Region

Region	Count	% of Total	Escalation Rate
Midwest	**46**	**25.4%**	**22% ■**
Southwest	43	23.8%	17%
Southeast	34	18.8%	19%
West	30	16.6%	14%
Northeast	28	15.5%	12%

Recommendations

Staffing Optimization: Increase Provider Ops staffing by 20% on Tuesday mornings to absorb Monday carryover volume and reduce escalation risk.

Credentialing SLA Review: Credentialing issues average 3.1 days to resolve — the longest of any category. Recommend a dedicated credentialing specialist to reduce backlog and improve provider NPS.

Midwest Focus: Midwest region shows the highest escalation rate at 22%. Recommend a root cause analysis of Midwest-specific workflows and a targeted quality improvement initiative.

Duplicate Escalation Prevention: Implement automated duplicate detection for issues submitted within 48 hours to reduce redundant outreach and improve provider experience.