

Queue Volume Shift Brief (v1.6)

Operator decision brief for weekly queue volume shifts.

Data through: 2026-01-08

Generated: 2026-02-07 12:57:12

Executive Snapshot

Decision: HOLD and monitor; reversible actions only.

Impact (vs 8w baseline): Baseline **7,805/wk** -> Current **12,878/wk**

Delta **+5,073/wk** (about **+1,015/business day**)

Comparator validity: CONFIRMED **Actionability status:** LIMITED_CONTEXT **Partial-week risk:** MED (2,318/12,878 = 18.0%)

Next actions (reversible):

- Validate day-of-week divergence against baseline band.
- Segment the delta and triage the top contributors.
- Re-check after the next complete+mature week closes before irreversible actions.

Interpretation: Decision remains HOLD unless persistence is confirmed under the same comparator-valid conditions.

Executive Translation (plain English)

- **Baseline** = the typical weekly volume (rolling 8-week median).
- **Current** = the latest complete + mature week we trust for decisions.
- **Partial-week activity** = the current in-progress week (can be misleading).
- **Comparator validity** = we have a complete week to compare against baseline (apples-to-apples).
- **Actionability status (LIMITED_CONTEXT)** = we treat the signal as real enough to investigate, not real enough for irreversible changes.
- **Load multiple** = $\text{current} \div \text{baseline}$ (how many times larger than normal).

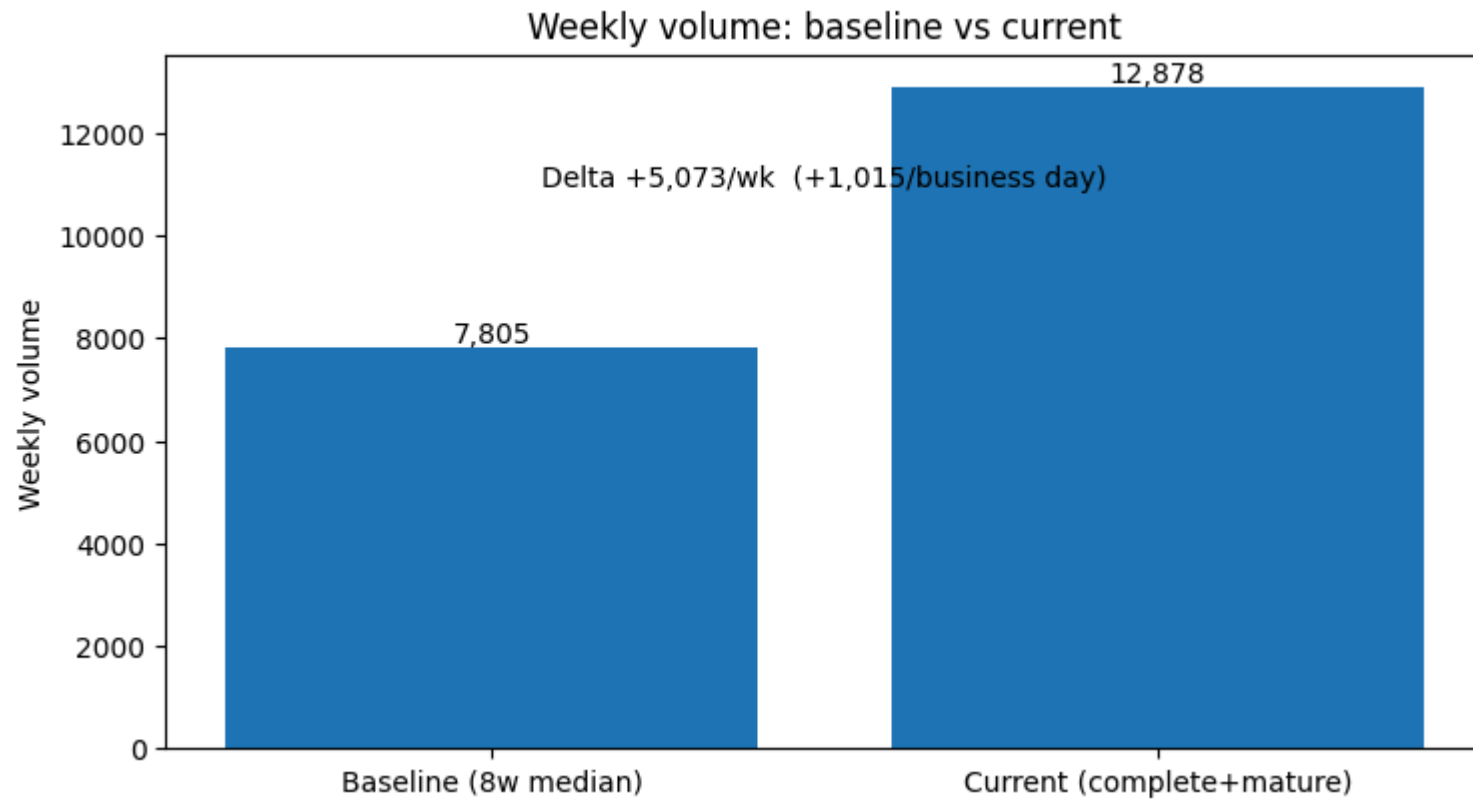
Micro glossary (6 terms)

- **Complete week:** 7/7 days present for the anchor week.
- **Mature gate:** in real ops, use settled/adjudicated window (e.g., 45+ days) before trusting volume.
- **Rolling 8-week median:** robust baseline resistant to one-off spikes.
- **Partial-week ratio:** $\text{partial-week volume} \div \text{anchor week volume}$.
- **Actionability status:** STABLE / INVESTIGATE / LIMITED_CONTEXT (drives reversible vs irreversible actions).
- **Other (mix shift):** remainder outside Top-N segments, aggregated so totals reconcile.

Data contract (required fields)

| | Field | Alt name | Required? | Type | Used for |
|---|----------------|----------------------|-----------|-----------|---|
| 0 | week_start | — | Yes | date | weekly rollups + baselines |
| 1 | date | — | Yes | date | day-of-week ramp |
| 2 | dow | day_of_week | Yes | int (0-6) | DOW comparisons + bands |
| 3 | segment | payer / lob / driver | Yes | string | segment deltas + mix shift |
| 4 | volume | count | Yes | int | all volume KPIs |
| 5 | invalid_volume | — | No | int | data quality watchlist (materiality gating) |
| 6 | invalid | invalid_flag | No | 0/1 | invalid reason drilldown (optional) |

Impact translation (baseline vs current)



Interpretation: Use this slide to size the magnitude. Percent change is secondary; the actionable number is delta per day.

Load multiple ? **1.65x** (current ? baseline).

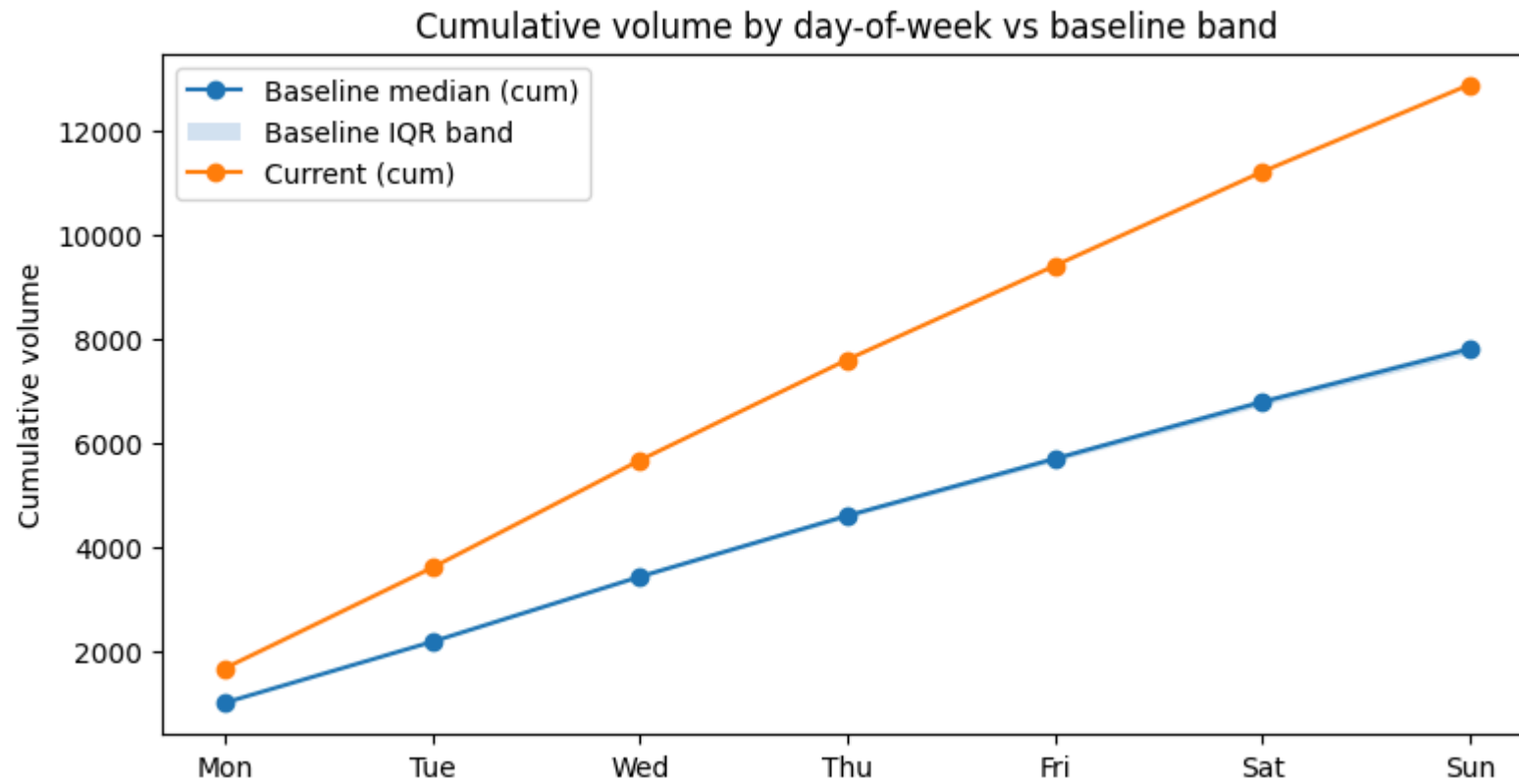
(Use delta/day for sizing; this is not a staffing recommendation.)

| | Assumed throughput/day | Net backlog change/day |
|---|------------------------|------------------------|
| 0 | 500 | +515 |
| 1 | 1000 | +15 |
| 2 | 2500 | -1,485 |
| 3 | 5000 | -3,985 |

Validity Receipt

Data through: 2026-01-08 | Anchor week: 2025-12-29 | Comparator: CONFIRMED | Actionability: LIMITED_CONTEXT | Partial-week risk: MED (2,318/12,878 = 18.0%) | History tier: 13w (DIRECTIONAL)

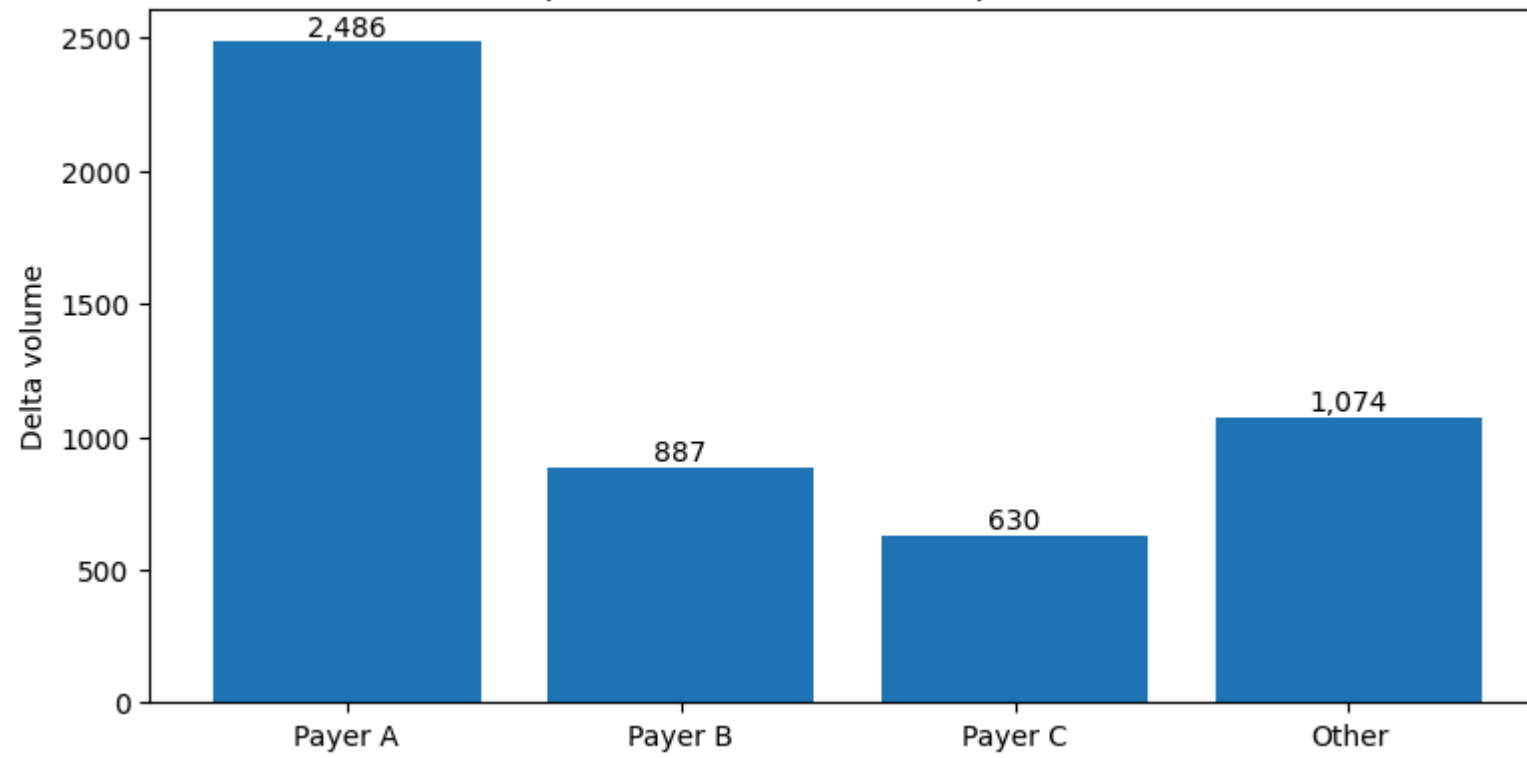
Week completeness ramp

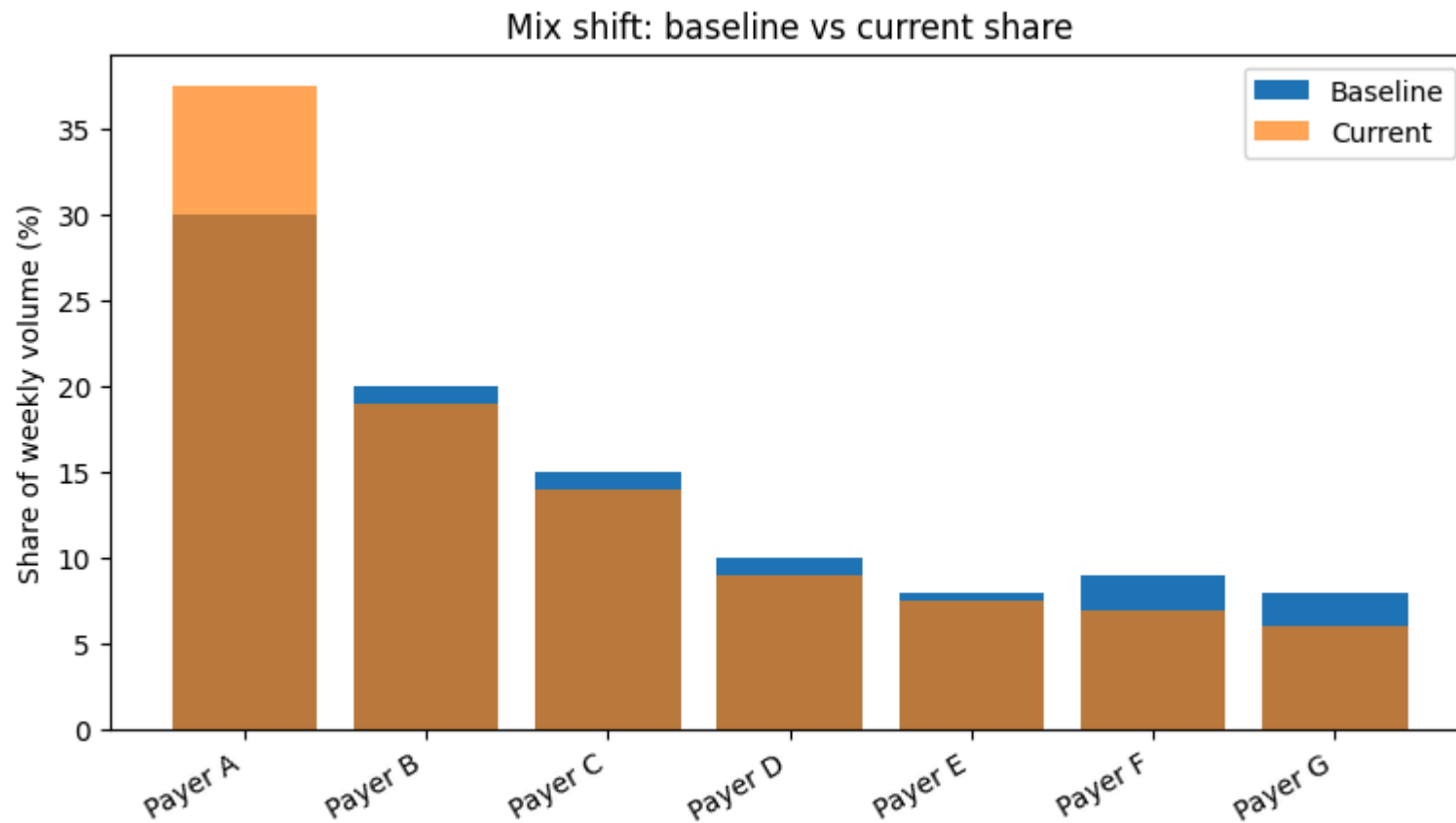


Interpretation: Largest positive divergence days: Wed, Tue. Confirm if pattern persists in next complete week.

Segment drivers + mix shift

Top contributors to delta (Top-3 + Other)





Other = all remaining segments outside Top-N ranked by $|\text{delta}|$ ($N=4$). Top contributors inside Other: Payer D, Payer E.

Drivers shown: 3 (of 7).

Interpretation: Use this slide to answer: where the delta comes from and whether composition changed.

Decision + trigger rules

- **Decision:** HOLD and monitor; reversible actions only.
- **Volume shift trigger:** absolute percent delta $\geq 15\%$ vs rolling 8-week median baseline (observed: 65.0%).
- **Comparator validity gate:** complete+mature comparator is CONFIRMED.
- **Actionability rule:** LIMITED_CONTEXT. Use reversible actions only unless all flip conditions pass.

Decision Standard (HOLD -> EXPAND)

- **Flip HOLD -> EXPAND only if ALL conditions are TRUE on the next complete+mature week:**
 1. Next complete+mature week remains $\geq +15\%$ vs baseline (now: 65.0%).
 2. Sensitivity panel agrees across 6w/8w and median/trimmed mean (now: YES).
 3. DOW divergence persists on ≥ 2 weekdays outside baseline band (now: 7).
 4. Top-3 contributors explain $\geq 60\%$ of delta (now: 78.8%).
- **If any condition fails:** HOLD remains locked.
- **What would disprove this?** What would disprove this HOLD: all flip conditions are TRUE on the next complete+mature week under the same filters.
- **Sensitivity verdict:** Agreement detected across methods.

| | Window | Estimator | Baseline/wk | Delta % | Shift $\geq 15\%$ | Implied decision |
|---|--------|--------------|-------------|---------|-------------------|------------------|
| 0 | 6 | median | 7805 | 65.0 | True | EXPAND_CANDIDATE |
| 1 | 6 | trimmed_mean | 7819 | 64.7 | True | EXPAND_CANDIDATE |
| 2 | 8 | median | 7805 | 65.0 | True | EXPAND_CANDIDATE |
| 3 | 8 | trimmed_mean | 7782 | 65.5 | True | EXPAND_CANDIDATE |

Appendix: Data Quality Watchlist

Invalid volume (anchor week): 12

Invalid rate: 0.09%

No alert: invalids are below materiality threshold; monitor only.

| | segment | invalid_volume | volume | invalid_rate_% |
|---|---------|----------------|--------|----------------|
| 1 | Payer B | 9 | 2447 | 0.37 |
| 3 | Payer D | 3 | 1159 | 0.26 |
| 0 | Payer A | 0 | 4828 | 0.00 |
| 2 | Payer C | 0 | 1800 | 0.00 |
| 4 | Payer E | 0 | 966 | 0.00 |

Export receipt: run 2026-02-07 12:57:12 | data_through 2026-01-08 | anchor_week 2025-12-29 | baseline 7,805 | current 12,878 | delta +5,073