

Queue Volume Shift Brief (v1.6)

Operator decision brief for weekly queue volume shifts.

Data through: 2026-01-08

Generated: 2026-02-11 09:51:47

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** = current ÷ baseline (how many times larger than normal).

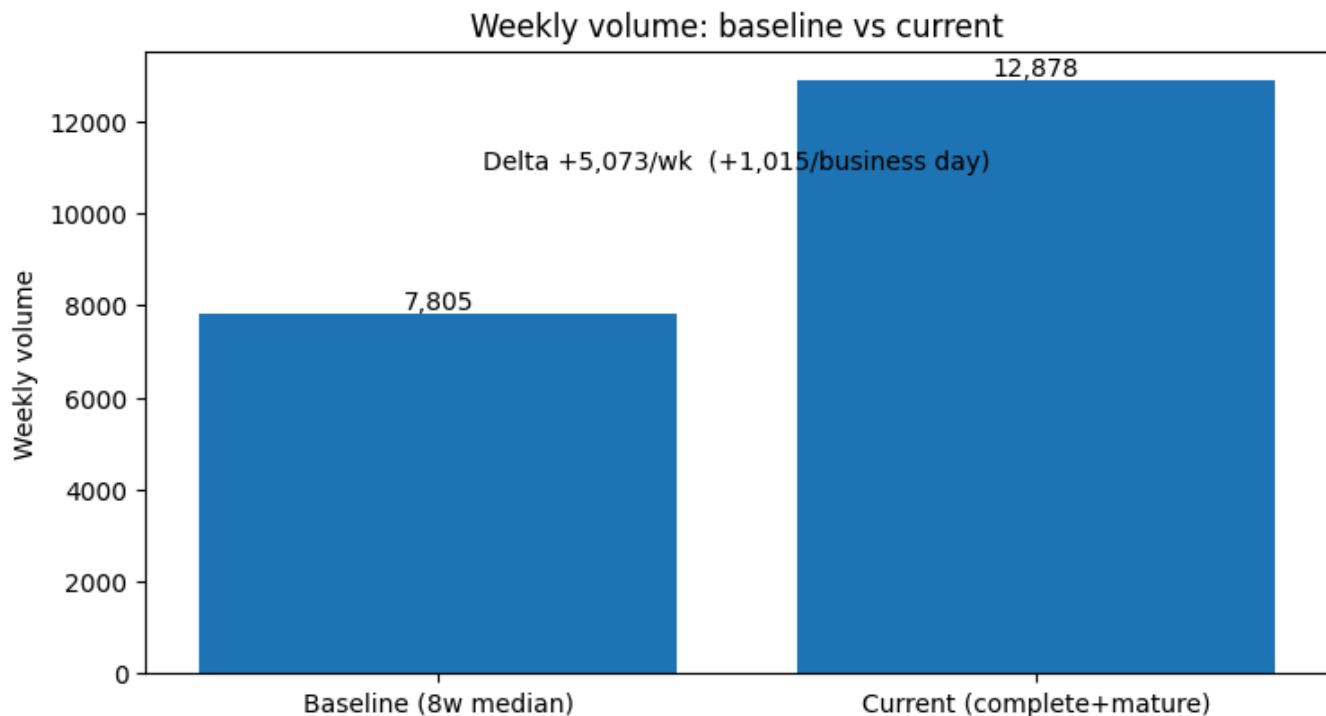
Micro glossary (6 terms)

- **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:** partial-week volume ÷ 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).

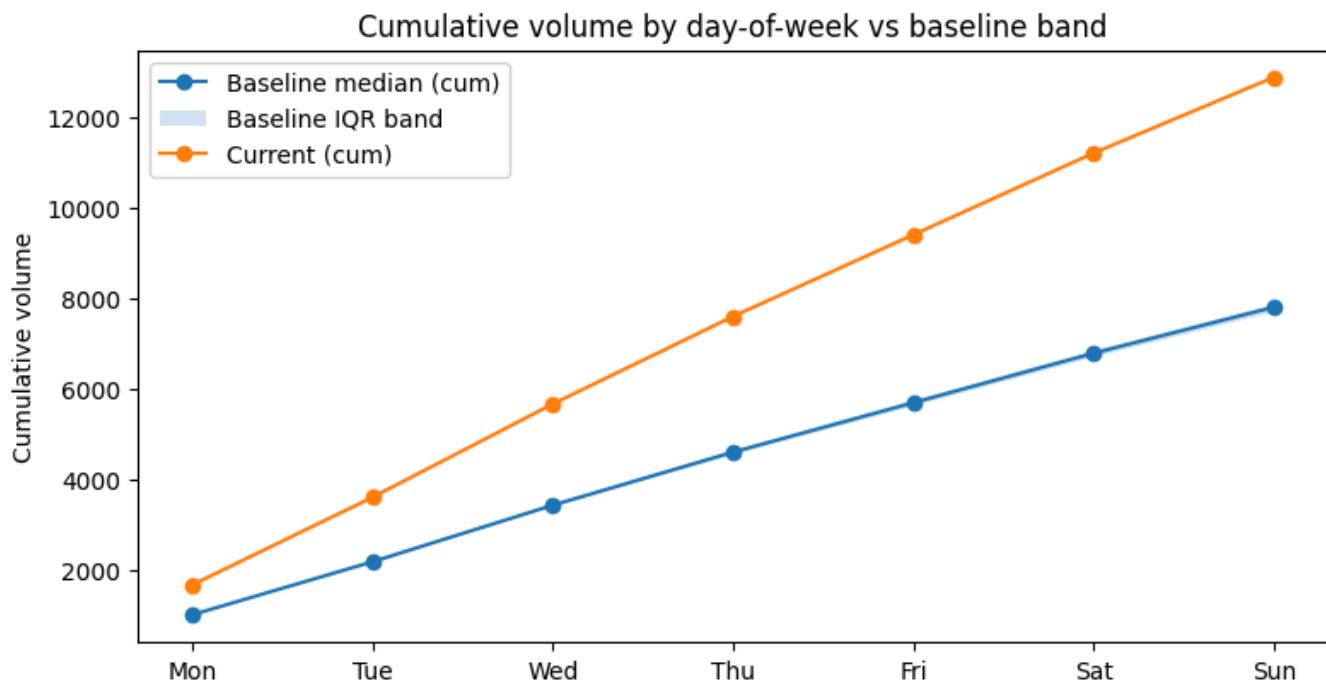
(Use delta/day for sizing; this is not a staffing recommendation.)

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

Validity Receipt

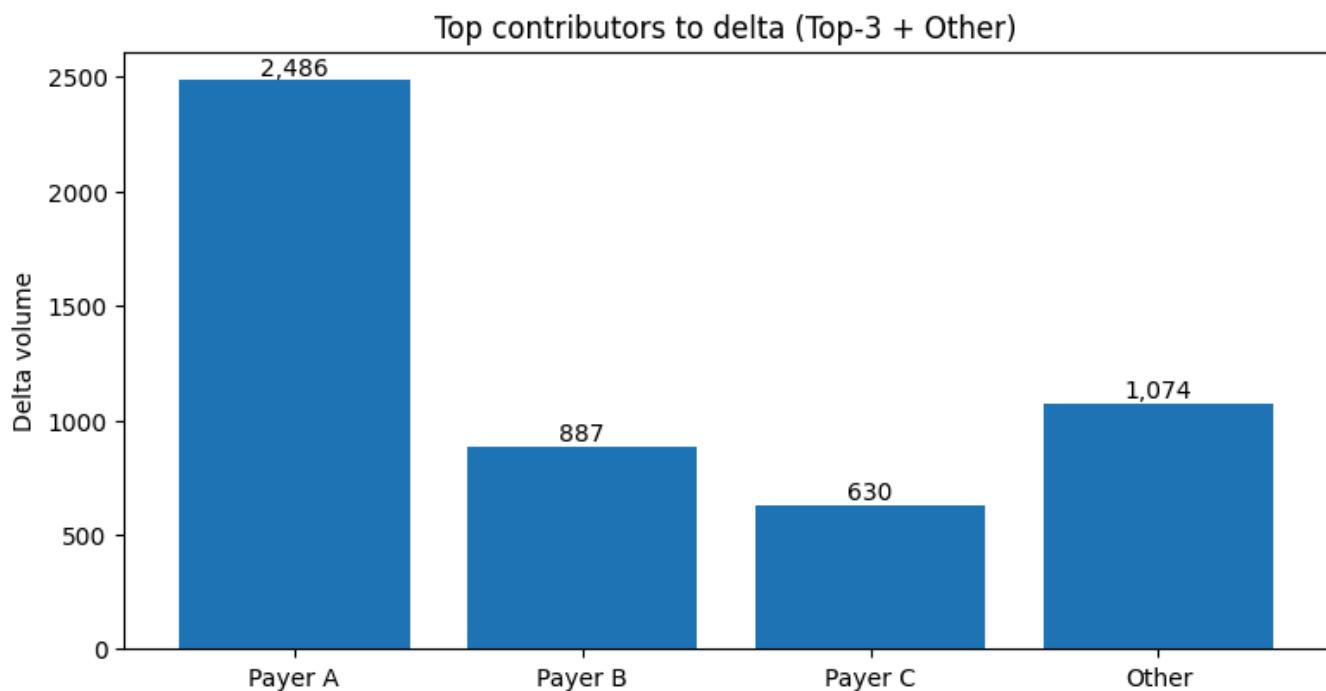
Data through: 2026-01-08 | Anchor week: 2025-12-29 | Comparator: CONFIRMED | Actionability: LIMITED_CONTEXT | Partial-week risk: MED ($2,318/12,878 = 18.0\%$) | History tier: 13w (DIRECTIONAL)

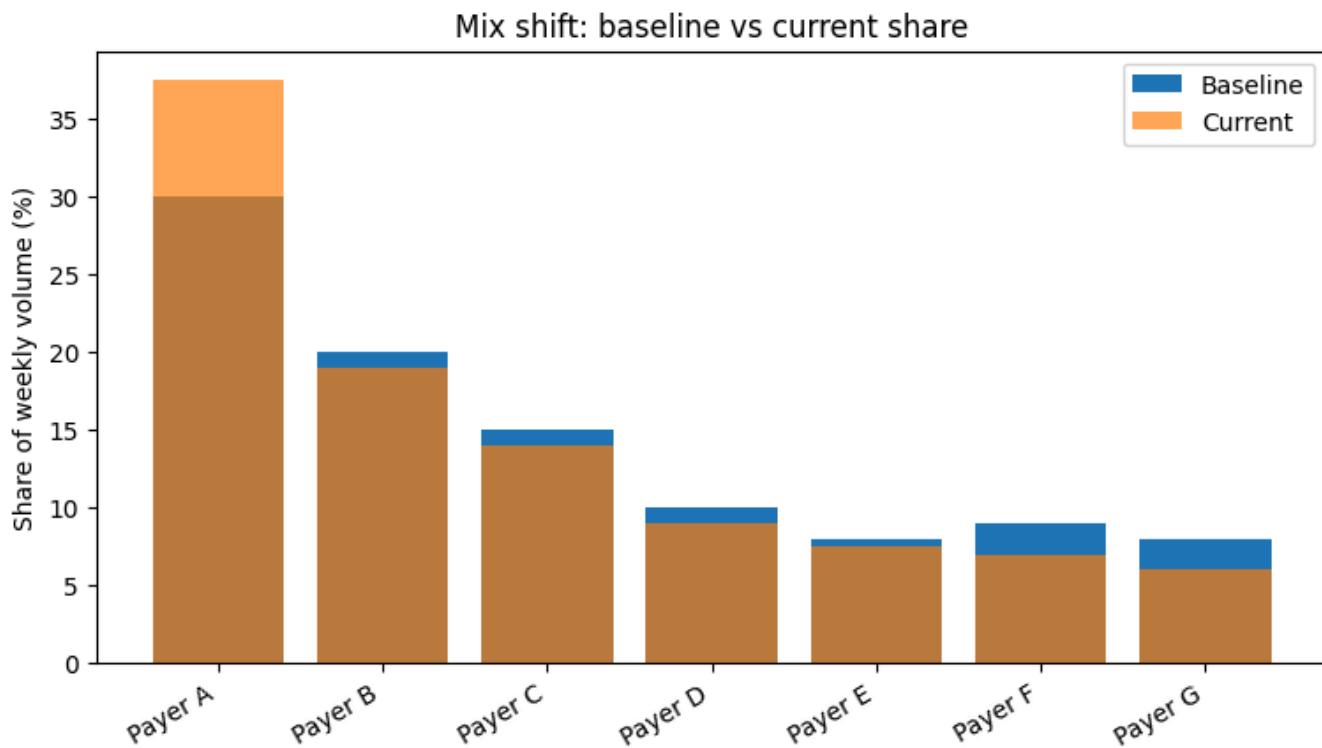
Week completeness ramp



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

Segment drivers + mix shift





Other = all remaining segments outside Top-N ranked by $|\Delta|$ (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 2026-02-11 09:51:47 | data_through 2026-01-08 | anchor_week 2025-12-29 | baseline 7,805 | current 12,878 | delta +5,073