



## PRIVACY IMPACT ASSESSMENT (PIA)

For the

AMEDD Care Provider Support Program Survey (CPSPS) Website (Extranet)  
(<https://cpsps.amedd.army.mil>)

US Army Medical Command - Defense Health Program (DHP) Funded Application

### SECTION 1: IS A PIA REQUIRED?

a. Will this Department of Defense (DoD) information system or electronic collection of information (referred to as an "electronic collection" for the purpose of this form) collect, maintain, use, and/or disseminate PII about members of the public, Federal personnel, contractors or foreign nationals employed at U.S. military facilities internationally? Choose one option from the choices below. (Choose (3) for foreign nationals).

- (1) Yes, from members of the general public.
- (2) Yes, from Federal personnel\* and/or Federal contractors.
- (3) Yes, from both members of the general public and Federal personnel and/or Federal contractors.
- (4) No

\* "Federal personnel" are referred to in the DoD IT Portfolio Repository (DITPR) as "Federal employees."

b. If "No," ensure that DITPR or the authoritative database that updates DITPR is annotated for the reason(s) why a PIA is not required. If the DoD information system or electronic collection is not in DITPR, ensure that the reason(s) are recorded in appropriate documentation.

c. If "Yes," then a PIA is required. Proceed to Section 2.

**SECTION 2: PIA SUMMARY INFORMATION**

a. Why is this PIA being created or updated? Choose one:

- New DoD Information System
- Existing DoD Information System
- Significantly Modified DoD Information System
- New Electronic Collection
- Existing Electronic Collection

b. Is this DoD information system registered in the DITPR or the DoD Secret Internet Protocol Router Network (SIPRNET) IT Registry?

- Yes, DITPR      Enter DITPR System Identification Number
- Yes, SIPRNET      Enter SIPRNET Identification Number
- No

c. Does this DoD information system have an IT investment Unique Project Identifier (UPI), required by section 53 of Office of Management and Budget (OMB) Circular A-11?

- Yes
  - No
- If "Yes," enter UPI

If unsure, consult the Component IT Budget Point of Contact to obtain the UPI.

d. Does this DoD information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information should be consistent.

- Yes
- No

If "Yes," enter Privacy Act SORN Identifier

PII is not retrieved from a SOR by name or unique identifier.

DoD Component-assigned designator, not the Federal Register number.  
Consult the Component Privacy Office for additional information or  
access DoD Privacy Act SORNs at: <http://www.defenselink.mil/privacy/notices/>

or

Date of submission for approval to Defense Privacy Office  
Consult the Component Privacy Office for this date.

**e. Does this DoD information system or electronic collection have an OMB Control Number?**

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information.

This number indicates OMB approval to collect data from 10 or more members of the public in a 12-month period regardless of form or format.

**Yes**

**Enter OMB Control Number**

**Enter Expiration Date**

**No**

**f. Authority to collect information. A Federal law, Executive Order of the President (EO), or DoD requirement must authorize the collection and maintenance of a system of records.**

(1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be the same.

(2) Cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII. (If multiple authorities are cited, provide all that apply.)

(a) Whenever possible, cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.

(b) If a specific statute or EO does not exist, determine if an indirect statutory authority can be cited. An indirect authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.

(c) DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component should be identified.

Not Applicable.

**g. Summary of DoD information system or electronic collection. Answers to these questions should be consistent with security guidelines for release of information to the public.**

(1) Describe the purpose of this DoD information system or electronic collection and briefly describe the types of personal information about individuals collected in the system.

-The Army Medical Department (AMEDD) Care Provider Support Program Survey (CPSPS) website provides the components for administering and scoring a standardized survey (Professional Quality of Life Survey - ProQOL) completed by health care providers. The survey responses provide valuable information for monitoring the rates of provider fatigue and burnout across US Army Medical Command (MEDCOM).

- Health care providers must complete this survey on an annual basis in accordance with the requirement listed in the MEDCOM Consolidated Training Requirements Matrix (MCTRM) described in paragraph 3-3 of the MEDCOM REG 350-4 (Commanders Training Guidance) and MEDCOM OPORD 10-70 (Comprehensive Behavioral Health System of Care).

-This assessment is accomplished through the use of the ProQOL survey, which is a standardized measure of compassion satisfaction, burnout and secondary traumatic stress. The ProQOL contains questions regarding the provider's work environment and experiences and scores the responses based on MEDCOM norming data.

- The health care providers receive their individual scores and a certificate of completion each time they complete the survey. Individual scores are used solely by the respondent to promote self-awareness of self-identified factors that may contribute to provider fatigue and burnout. All higher-order analysis of data is performed at the aggregate-level.

- The types of personal information about individuals collected in the application include: demographics (name; medical specialty; work location) and responses to survey questions. No personal information is shared or released. Only aggregated de-identified data is reported to the MEDCOM leaders.

(2) Briefly describe the privacy risks associated with the PII collected and how these risks are addressed to safeguard privacy.

The privacy risks associated with the PII collected includes unauthorized access and unauthorized disclosure. There are security safeguards in place to mitigate these risks. The security safeguards are addressed in Section 3d below.

**h. With whom will the PII be shared through data exchange, both within your DoD Component and outside your Component (e.g., other DoD Components, Federal Agencies)? Indicate all that apply.**

**Within the DoD Component.**

Specify.

**Other DoD Components.**

Specify.

**Other Federal Agencies.**

Specify.

**State and Local Agencies.**

Specify.

**Contractor** (Enter name and describe the language in the contract that safeguards PII.)

Specify.

**Other** (e.g., commercial providers, colleges).

Specify.

**i. Do individuals have the opportunity to object to the collection of their PII?**

**Yes**

**No**

(1) If "Yes," describe method by which individuals can object to the collection of PII.

The introduction to survey explains that survey is confidential, the study findings will only include summary information, and that the respondent will not be identified. Individuals who object to the collection of their PII can discuss these concerns with their supervisor. However, failure to complete the survey violates MEDCOM Regulation 350-4 which mandates completion of the survey.

(2) If "No," state the reason why individuals cannot object.

**j. Do individuals have the opportunity to consent to the specific uses of their PII?**

**Yes**

**No**

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

The introduction to survey explains that survey is confidential, the study findings will only include summary

information, and that the respondent will not be identified. Individuals who object to the collection of their PII can discuss these concerns with their supervisor. However, failure to complete the survey violates MEDCOM Regulation 350-4 which mandates completion of the survey.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

**k. What information is provided to an individual when asked to provide PII data?** Indicate all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> Privacy Act Statement | <input type="checkbox"/> Privacy Advisory |
| <input checked="" type="checkbox"/> Other      | <input type="checkbox"/> None             |

Describe each applicable format.

The introduction to survey explains that the survey is confidential, the study findings will only include summary information, and the respondent will not be identified.

**NOTE:**

**Sections 1 and 2 above are to be posted to the Component's Web site. Posting of these Sections indicates that the PIA has been reviewed to ensure that appropriate safeguards are in place to protect privacy.**

**A Component may restrict the publication of Sections 1 and/or 2 if they contain information that would reveal sensitive information or raise security concerns.**