SPOTLIGHT ON…
Dustin Banks

Dustin Banks, is the Manager Guest and Volunteer Services at the University Health Care in Salt Lake City, UT. Banks became a member of AHVRP after a recommendation from a colleague. "Lori Tavey, Administrative Coordinator/Supervisor Volunteer Services, from the University Health Care, suggested that as a new manager in this profession I may want to consider joining AHVRP. Credentialing/CAVS, networking with peers, professional development were also other reasons I joined."

Share with us one of your most recent volunteer program challenges and how you resolved it:
“While we may be at capacity of volunteer placements, I must be considerate of requests I receive for additional resources from other departments. Due to the limited and tighter budgets, we as volunteer services are ‘the’ department which is sought out to provide and enrich existing or new resources in healthcare. We are in the process of growing programs. Clinical Neuro Sciences Department has been the most recent of growth with ambassadors and guest service volunteers.”

Which program success are you most proud of?
“I am most proud of our Music Therapy Program which Lori Tavey supervises. Lori has built the program and is able to tap into volunteer’s passion for music by encouraging them to give of their time on Tuesday evening with patients in the burn center. It is amazing to see. Getting back to your question, what I am most proud of is to be a part of something bigger than I can explain, to see that a volunteer can help another person/patient feel like they are not in the hospital – simply by sharing their time and their gift.”

If you could describe one word about our profession what would it be and why?
“Resource-connectors (…a new industry word?). We are responsible for connecting two different roles together (the unit/department and the volunteer) in an effective manner for one purpose - to improve the patient’s outcome."

Dustin, on behalf of AHVRP membership, we thank you for pausing in the midst of your multitasking day, to share your inspirational thoughts and passion for the profession to all of us – your colleagues!

If you would like to get in contact with Dustin or send him a shout, you may contact him by calling (801) 585-5932 or emailing him at: dustin.banks@hsc.utah.edu.