



#GeisingerGrateful

Jackie Halesky honors GCMC

Jackie Halesky's Geisinger experience began when she selected Geisinger Community Medical Center (GCMC) for her knee surgery. Jackie never considered going anywhere else. Years of knee pain had brought her to this point, and she was sure of her choice.

On March 29, 2017, Jackie went to GCMC for her pre-surgery testing. Nurse Patty Thomas, RN, guided her through her tests quickly and efficiently, even going so far as to have already ordered and reviewed her medical records. "She is such a sweet person!" said Jackie. "She really eased my concerns. I felt I was in good hands."

Jackie's good experience continued the day of the surgery. On April 10, Jackie arrived at GCMC at 6 a.m. "The facility is so nice! It doesn't even feel like a hospital — it feels like an upscale hotel."

Nursing supervisor Maria Brogna, RN, helped Jackie get to the pre-operation unit, where she found everyone to be prepared and encouraging. The team was ready for her. Jackie had attended a pre-surgery class for knee replacement patients, so she felt she knew what to expect. However, she appreciated that surgeon Harry Schmaltz, MD, and the operating room nurse came to see her before her surgery, to make sure she understood the process. Three hours later, Jackie woke up in the recovery room. Everything had gone according to plan.

"The care in recovery was so attentive. I really felt safe," said Jackie. She was in her private room by 2 p.m. The team made her so comfortable she was even up and walking that same day.

"I knew there would be some pain, but they made sure I never had to ask for help managing it — or with anything else. The nursing staff brought me crackers and Chapstick — simple things, yes, but they made a big difference in how I felt."

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Jackie's room was in the New Steps Joint Replacement Center at GCMC, where Physical and Occupational Therapy staff members came to visit Jackie the next day. They taught Jackie how to properly get up, move around and walk. Physical therapist Jennifer Carney even helped her tackle going up and down stairs on that second day. Jackie would stay in the STEPS Unit one more day, to be sure she was ready to go home and continue her therapy there.

"Honestly, I didn't want to leave only because the care — and the food — was so good! I was in the best hands possible, and that helped me face my recovery. The people there gave me the attitude I needed to face this challenge," said Jackie.

Jackie was impressed by every aspect of her stay at GCMC. The anti-infection procedures — before, during and after her surgery — made her feel secure as did the fact that everyone who came into her room sanitized their hands and wore gloves.

"As a patient, you need to feel that everyone who steps into your room cares about you and your best interest, and I sure did," said Jackie. "On top of that, everyone was so friendly and caring. I could tell that all the staff from housekeeping up to physicians had a caring attitude. No one acted unhappy. All seemed to enjoy what they were doing, and I got smiles and good luck wishes from everyone."

"I never felt depressed when I was in GCMC, or lonely. I always felt content," she said. "Geisinger coming into Scranton has been a huge positive for our area! This was my best hospital experience ever — and I'm very grateful!"