

## **Abstract**

Vaccines are an important component to keep individuals healthy and prevent many serious and deadly diseases. Errors in vaccine administration can leave individuals inadequately protected. It was identified that there was a lack of education for new staff members concerning vaccine administration in the outpatient setting, which resulted in an increased number of vaccine errors. The purpose of this project was to develop a mentoring program to properly educate, and onboard new staff members who are administering vaccines in order to reduce the number of vaccine errors that are currently happening in the clinical setting. The goal of the project was to measure the impact education and mentoring has on the number of vaccine errors. The effectiveness of mentoring was evaluated utilizing the mentoring program evaluation form created by Marofsky and Johnston (2001). When comparing the number of vaccine error rates from three months before implementation of the mentoring program to the number of vaccine error rates three months after implementation of mentoring program. The number of vaccine errors significantly improved with education and mentoring, the rate of vaccine errors decreased nearly 72 percent. The feedback from the mentoring survey indicated that the program positively impacted the knowledge, performance, and confidence of the new employees. Therefore, mentoring and education is an effective tool to improve patient safety, as well as decrease the number of vaccine errors.