

Hospitals Boost Staff Well-Being and Patient Care With Zippin



ZIPPIN WHITEPAPER: HOW CHECKOUT-FREE BENEFITS HOSPITALS

SEPTEMBER 2024



THE FRESH FOOD DEFICIT AT HOSPITALS TODAY

Hospital staff provide essential care for our communities, working tirelessly through long shifts, unpredictable hours, and high-stress situations. Yet, in today's environment they face an alarming lack of access to fresh, healthy meals. Most hospital cafeterias are only open for limited hours, typically during peak mealtimes. Staffing shortages and budget constraints have caused many facilities to reduce their operating hours even further.

This leaves night-shift workers, who account for a significant portion of hospital staff, with few options for fresh meals during their shifts. For many, the only alternative is vending machines stocked with unhealthy snacks like chips, candy, and soda.



Today's hospitals have more fast food and vending machines than healthy food options.

POOR NUTRITION IMPACTING HEALTHCARE WORKERS

This challenge of limited access to healthy food options is more than just an inconvenience for healthcare workers—it can have real health consequences. When healthcare professionals are forced to rely on junk food or skipping meals, it takes a toll on their well-being. Poor nutrition affects their energy levels, ability to focus, and productivity, making it harder for them to provide the best care for their patients.



Studies have shown that hospital staff, already facing high stress and poor work-life balance, are at greater risk for obesity. Today over 65% of healthcare workers are overweight or obese, which puts some of our most important workers at risk. This lack of access to healthy food exacerbates the physical and mental challenges they already face.

“ Night shifts have a huge negative impact on both the amount and quality of nutrients consumed by emergency healthcare workers. ”

source: [NIH.gov](https://www.nih.gov)

PATIENT CARE NEVER STOPS – CAFETERIAS DO

Since COVID-19, budget constraints and ongoing labor shortages have forced hospitals to significantly cut cafeteria hours. Cafeterias that used to operate from 6 AM to 6 PM daily are often only open during peak meal times on weekdays with limited (or no) hours on weekends. This leaves a large percentage of hospital workers with few meal options beyond vending machines filled with unhealthy snacks.

Family members and friends visiting loved ones during early or late hours face the same limited access to healthy food, compounding the stress of an already difficult time.

This critical gap in access to nutritious food must be addressed to support the health and productivity of hospital staff and improve the overall hospital experience for everyone.

“ Due to the abundant availability of unhealthy foods and beverages, hospital consumer food environments scored low on the Hospital Nutritional Environmental Scan (HNES) ”

source: [NIH.gov](https://www.nih.gov)

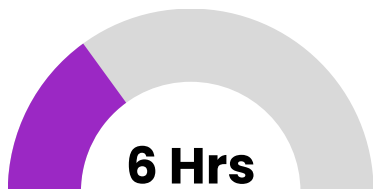
ADDRESSING THE NUTRITION GAP WITH ZIPPIN

Zippin's checkout-free stores offer a practical solution, allowing stores to remain open 24/7 with no staff required. These always-available stores can provide convenient access to fresh, nutritious meals, promoting better health for both staff and visitors.

Zippin offers a seamless, hassle-free shopping experience for anyone. Shopping is intuitive and doesn't require learning a new system or downloading an app. Valid payment is confirmed before entering the store, so there's very low risk of theft even when no staff is in the store.



Daily operating hours of a hospital

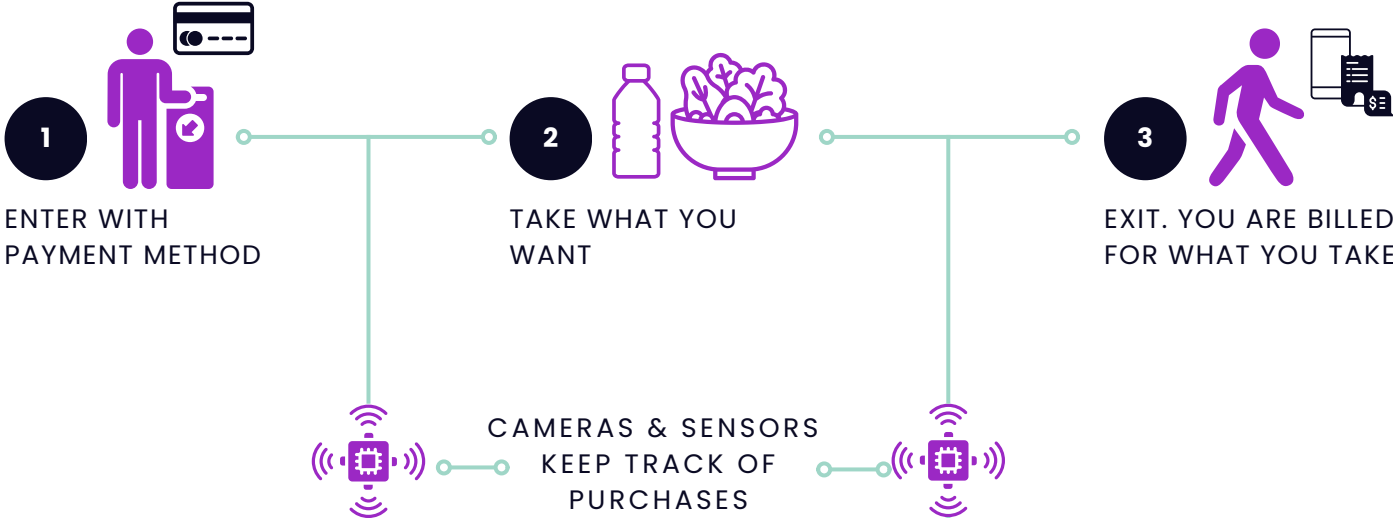


Operating hours of a hospital cafeteria (weekdays)



Operating hours of Zippin-powered hospital store

THE ZIPPIN SHOPPING EXPERIENCE



HOW ZIPPIN CHECKOUT-FREE WORKS

Zippin's proprietary approach to checkout-free combines computer vision with machine learning to accurately track the movement of inventory throughout the store. Shoppers are autonomously tracked like dots on a map.

Shoppers simply enter with a valid payment method, take what they want from the store, and zip out. Overhead cameras and weight sensors account for what's picked up or put back. When the shopper exits, their purchase is finalized and they are automatically billed for what they leave with.

There's no scanning required, no mobile app to download, and no staff required (aside from restocking and cleaning). Zippin-powered stores can operate 24/7 and support a wide variety of product types including grab-and-go foods, drinks, hot and cold meals, snacks, and more.



Zippin-powered store at Houston Methodist Willowbrook Hospital

HOSPITAL CASE STUDY WITH ZIPPIN

The following results are from a 24/7 autonomous, Zippin-powered store deployed at a major US hospital. They highlight the positive impact Zippin is making when it comes to serving healthcare workers and visitors, especially during off-hours when cafeterias are closed.



Popular with Hospital Staff

82% of total sales come from hospital staff



Busy Around the Clock

49% of sales occur from 7AM to 7PM

51% of sales occur from 7PM to 7AM



Healthy is a Hit

54% of overall sales come from grab-and-go meals and healthy snacks



Buying More than Browsing

The store has a **97%** conversion rate, reflecting a high level of satisfaction and ease of use

ADDING PERSONALIZED SHOPPING EXPERIENCES



Enable employee discounts

Zippin's flexible platform seamlessly integrates with a broad range of payment methods for store entry, including employee badges. Hospital staff shopping at a checkout-free store could use their employee badge to pay, access special discounts, or use stored value accounts.

This not only provides convenience but encourages hospital workers to make healthier food choices during their shifts.

For those early-morning or late-night shifts, freshly brewed coffee can be a lifeline. Zippin-powered stores integrate with self-service coffee machines to provide healthcare workers and visitors a hot, freshly brewed espresso or coffee at any hour of the day.

This boosts the overall shopping experience and makes it easier for staff to recharge and stay alert during long shifts.

Serve customized, fresh coffee



+40%

since 2004

Daily coffee consumption is at a 20-year high. 57% of adults drink specialty coffee weekly.

source: [NCAUSA.org](https://www.ncausa.org)

CLOSING THE GAP

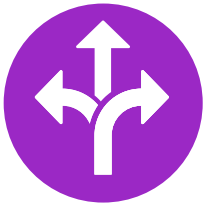
THE FUTURE OF HOSPITAL NUTRITION



Zippin-powered store

As hospitals face rising healthcare demands and continued labor shortages Zippin offers a path forward. By embracing labor-efficient, 24/7 checkout-free stores, hospitals can better support their staff, reduce stress, and enhance overall hospital experience.

WHY CHOOSE ZIPPIN?



Platform flexibility

With 25+ integrations (and counting), our API framework makes it easy to connect other systems and capabilities to the shopping experiences



History of innovation

We are at the forefront of bringing new capabilities to market, helping to shape the future of retail



Lowest TCO

The total cost of ownership for operating a Zippin store is just a third of what it was just a few years ago



Diverse customer base

Of the 145+ stores deployed, we serve over 60 different customers globally, which makes our AI the most mature



Our team of experts

Because checkout-free is all we do, our entire team is fully committed to the success of our customers



ABOUT ZIPPIN

Who we are:

Zippin serves retailers across medical campuses, higher education, sports and entertainment, transportation retail, business dining, and more. As of September 2024, more than 5.6 million people have shopped in one of the 145+ Zippin-powered stores around the globe, collectively saving more than 935,000 hours that would have otherwise been spent waiting in a checkout line.

What we do:

Zippin helps retailers reimagine their shopper experience by removing the friction of in-store shopping. We eliminate the checkout to give shoppers their time back and help retailers operate their stores with a lower demand for hard-to-find labor resources. Zippin's AI-powered platform combines computer vision, sensor fusion, and machine learning to accurately identify shoppers' purchases. Our technology does not use biometric identifiers in any way.

Zippin is NOT self-checkout. Shoppers simply enter the store with a campus card, credit card, or mobile wallet, take what they want, and zip out. There's no checkout line, no scanning, and no mobile app required to shop at the store. Shoppers are automatically billed for what they take as they leave the store.

For more information on our checkout-free technology, please visit our website at getzippin.com or click the button below to connect with our team.

[Request More Information](#)