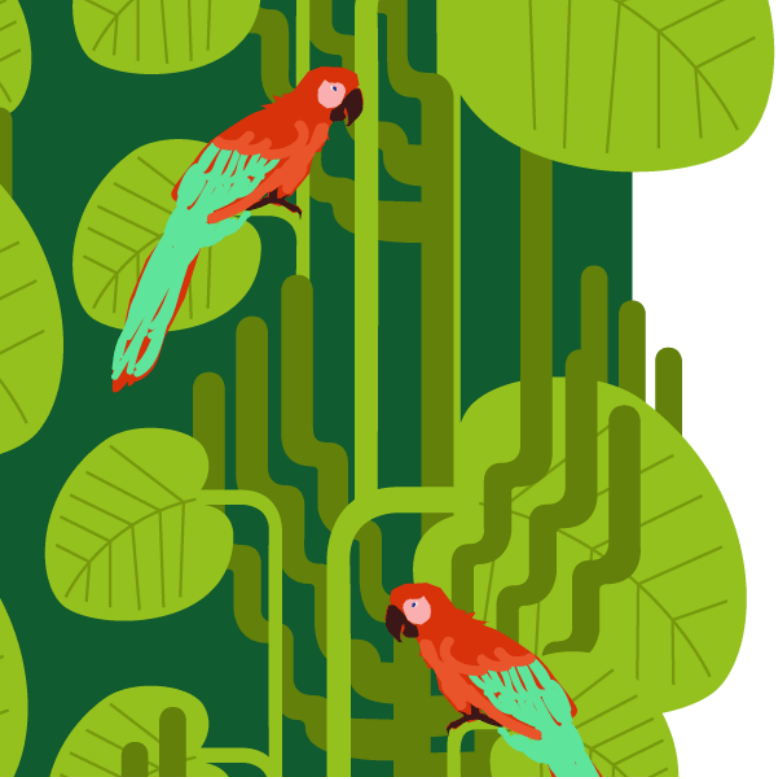




The future of HIV service delivery is **digital and AI-enabled**



AIDS 2026

26–31 July • Rio de Janeiro, Brazil

Solange Baptiste, ITPC Global, South Africa

The future of HIV service delivery is...simplification, self-care, integration, and AI in practice

aids2026.org

What is common here?



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Institute for
Intelligence and
Special Operations
(Mossad), **ISRAEL**

Central Intelligence
Unit, **United STATES
OF AMERICA**



Ministry of State
Security, **CHINA**



Foreign Intelligence
Service of the Russian
Federation, **RUSSIA**



Secret Intelligence
Service, **UNITED
KINGDOM**



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What is the **intelligence** **challenge** in HIV?

So, **what** is **intelligence**?

Ability to gather information,
understand what it means,
and use it to guide timely
action.

- Not more data
- Not smarter tools
- Not better dashboards

Separating signal from
noise and turning the
right information into
timely, equitable action.



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Information *alone* does not ensure better decisions.

Health systems can also be **full of data** and **still not know what to do** next.

A **full fridge** is **not** the same as **dinner**.





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Artificial Intelligence is **ONE FORM** of Intelligence

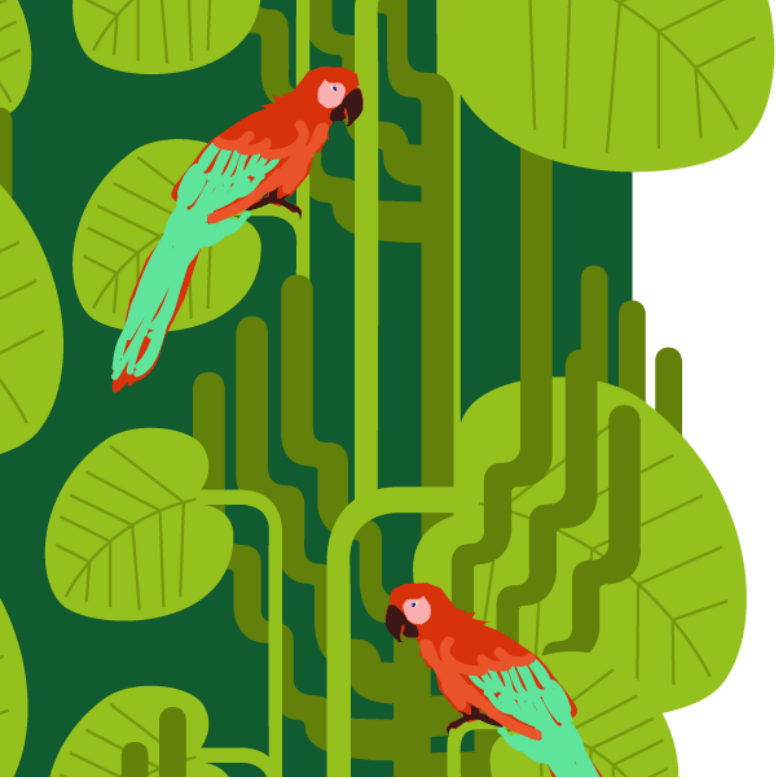
Every AI system is digital. Not every digital system is AI.

Other types of intelligence include:

- **Clinical** — what care reveals
- **Population** — what epidemiology shows
- **System** — what services & institutions can deliver
- **Community** — what people experience
- **Machine** — what AI can detect or predict



**BETTER
DECISION
-MAKING**



The future is intelligent: Why AI alone is not enough for HIV service delivery



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COMMUNITY INTELLIGENCE

The missing intelligence

Health systems **KNOW**

- Who came
- What was delivered
- What was prescribed
- What was tested
- What was reported
- What was funded

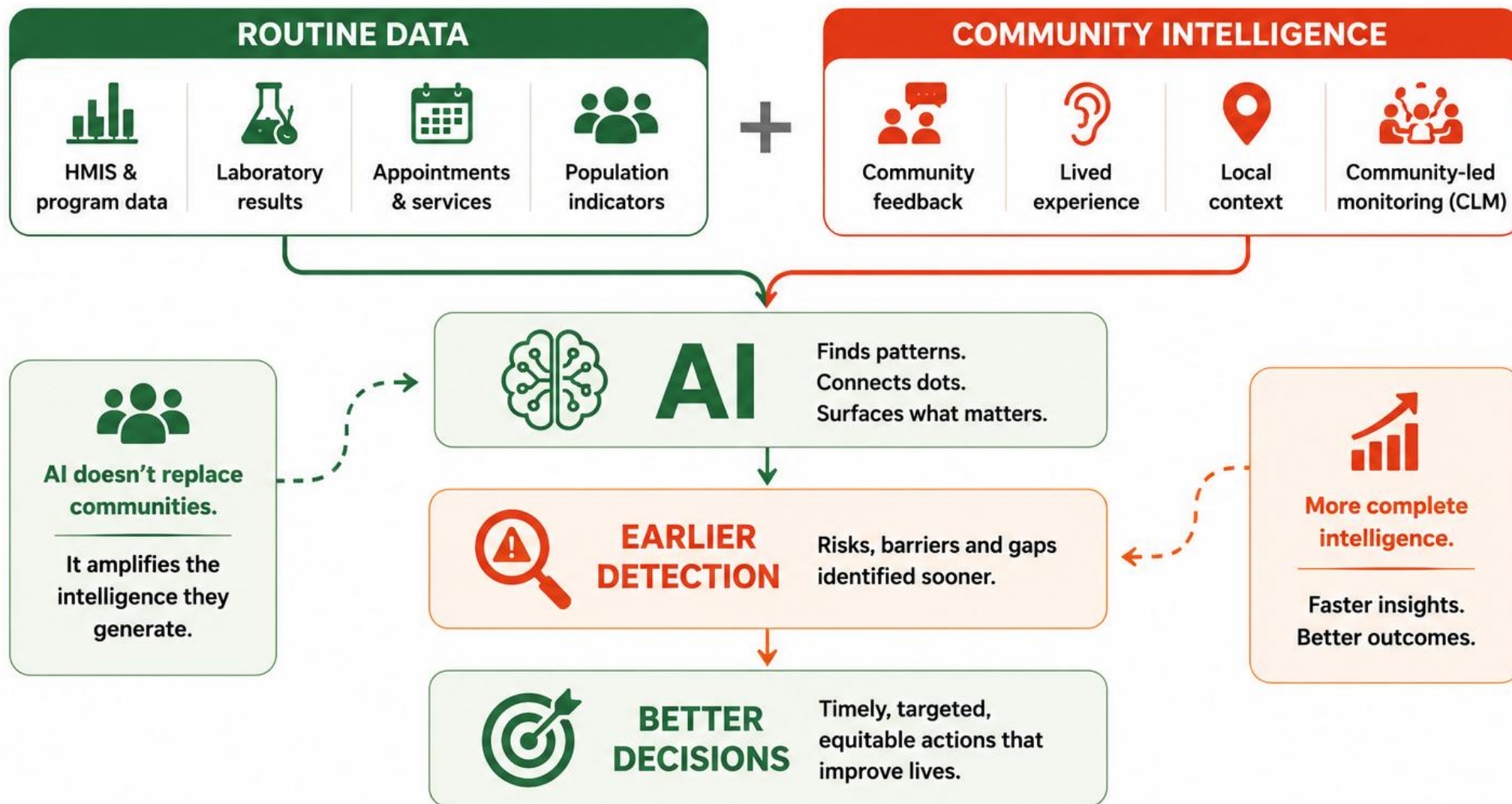
Health systems often **DON'T know**

- Why people disengage from care
- Where stigma shapes access
- How transport and cost affect uptake
- When services are technically available but practically inaccessible
- How provider behavior affects trust
- What communities need most

Communities detect system failure long before databases do

AI is only as good as the **intelligence we feed it.**

Combining routine data with community intelligence makes AI smarter—and action faster.



Stronger together: Data tells us what is happening. Communities tell us why. AI helps us act sooner.



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What deserves to scale?

In AI, **promise** is *scaling faster* than **evidence**

WHERE MUCH OF THE EVIDENCE IS

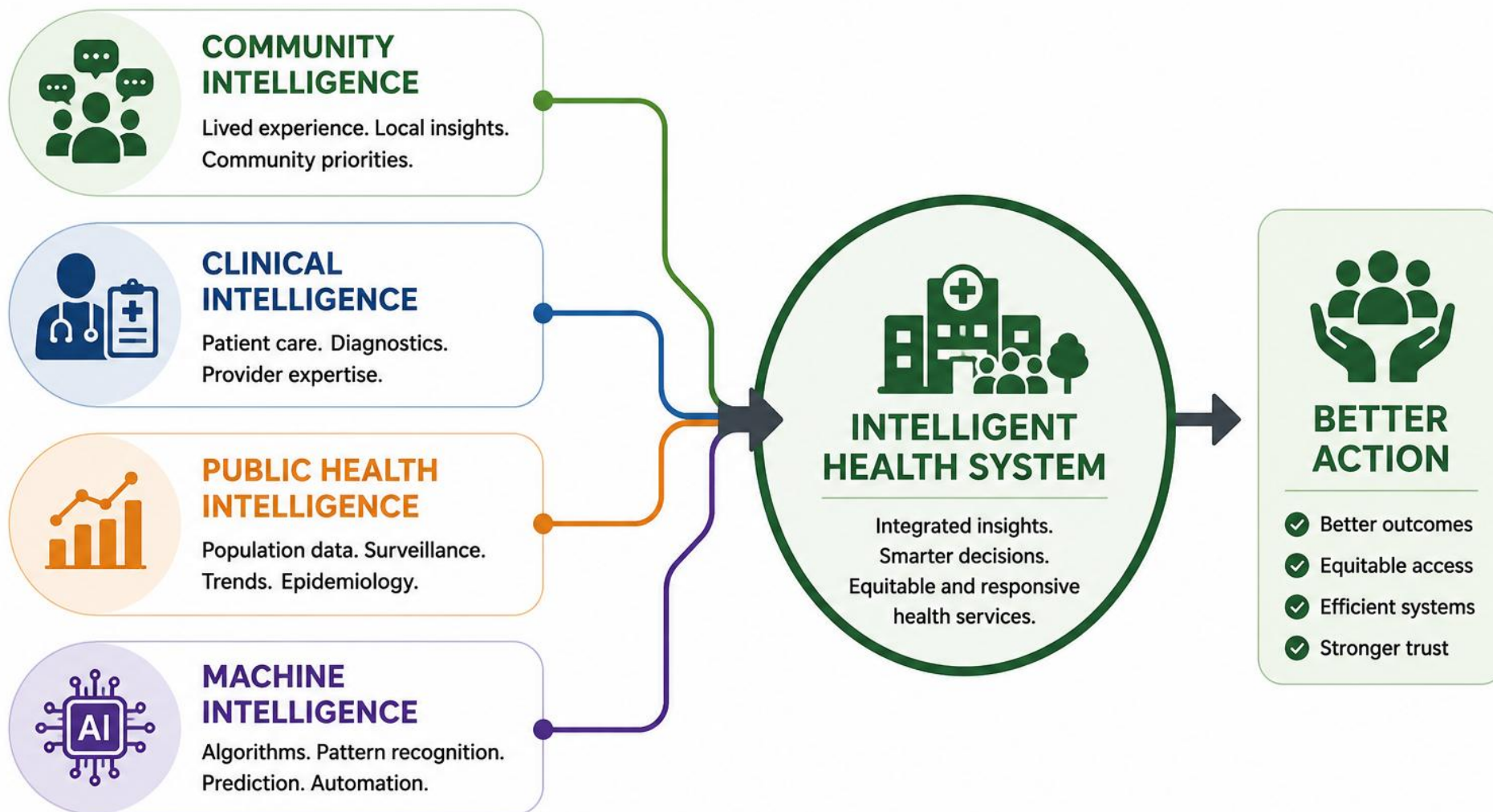
- Prototype
- Validation
- Pilot
- Evaluation

WHAT SCALE ACTUALLY REQUIRES

- Prospective, real-world implementation
- Outcomes
- Equity across populations
- Cost-effectiveness and affordability
- Sustainability
- Governance and accountability

The evidence base is not yet mature enough to know which AIs deserve to scale

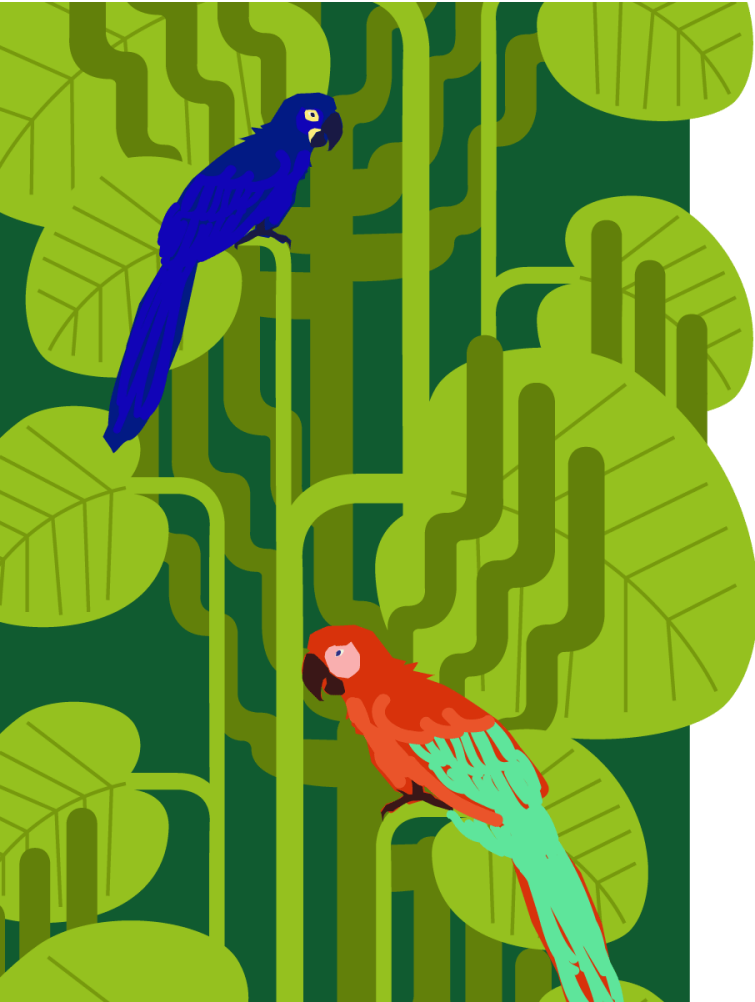
Intelligence comes from a **whole system**



The future belongs to health systems that combine every form of intelligence.
No single source is enough. Together, they create impact.



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The future is intelligent

- AI has enormous **potential** in HIV
- AI is but ...**one form of intelligence**.
- Communities generate intelligence **no algorithm can create alone**.
- Our challenge is not scaling AI. It is **scaling (and knowing) what works**.