

The future of HIV service delivery is... What 273 IAS members told us

The future of HIV service delivery

- We asked IAS members to imagine the future of HIV service delivery through four themes
- Survey ran between April & May 2026



Integration

--->Simplification

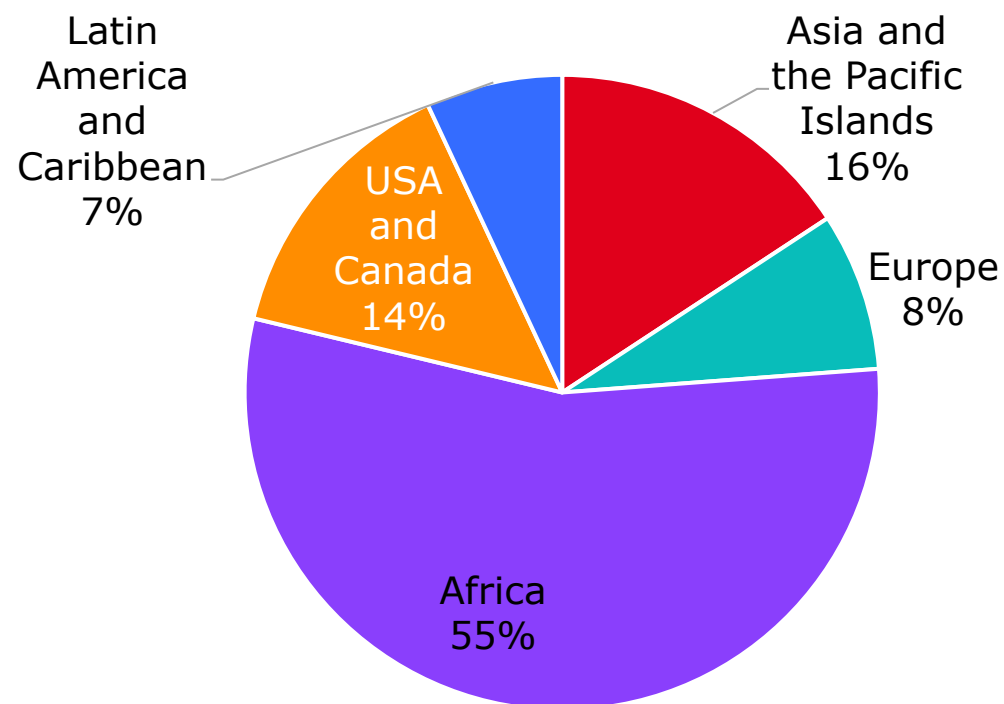


Self-care

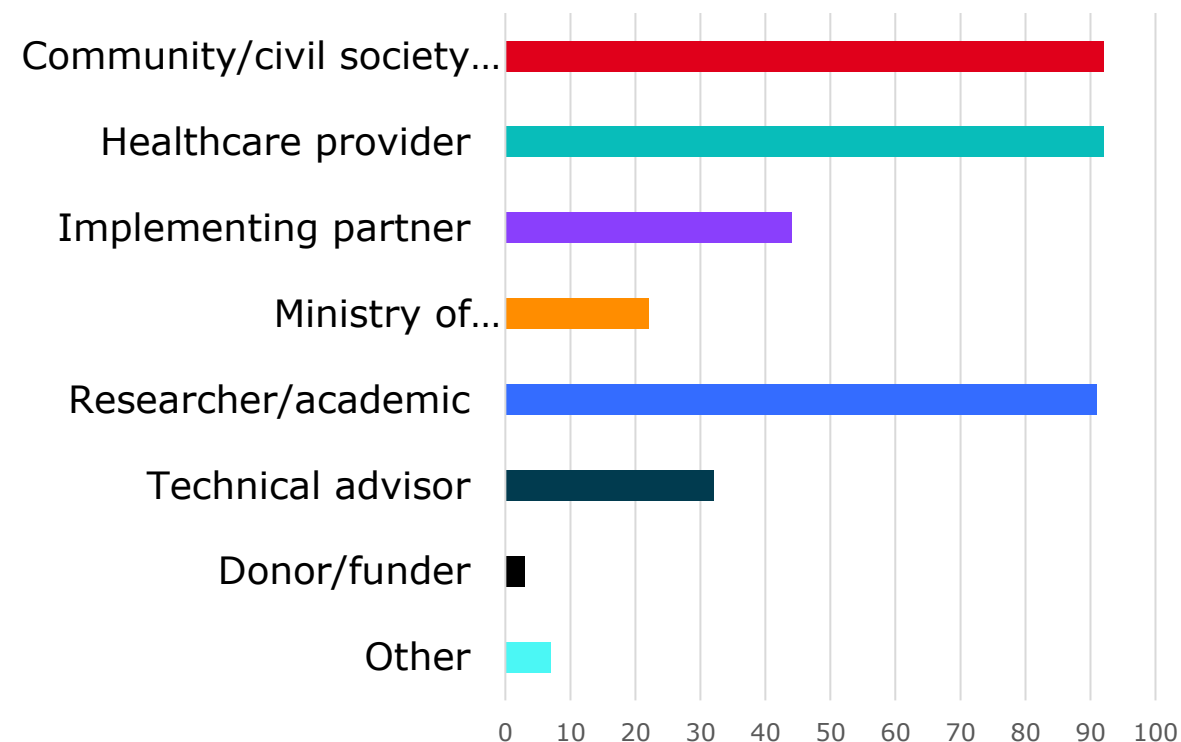
◎Digital and
AI-enabled

Survey respondents (n=273)

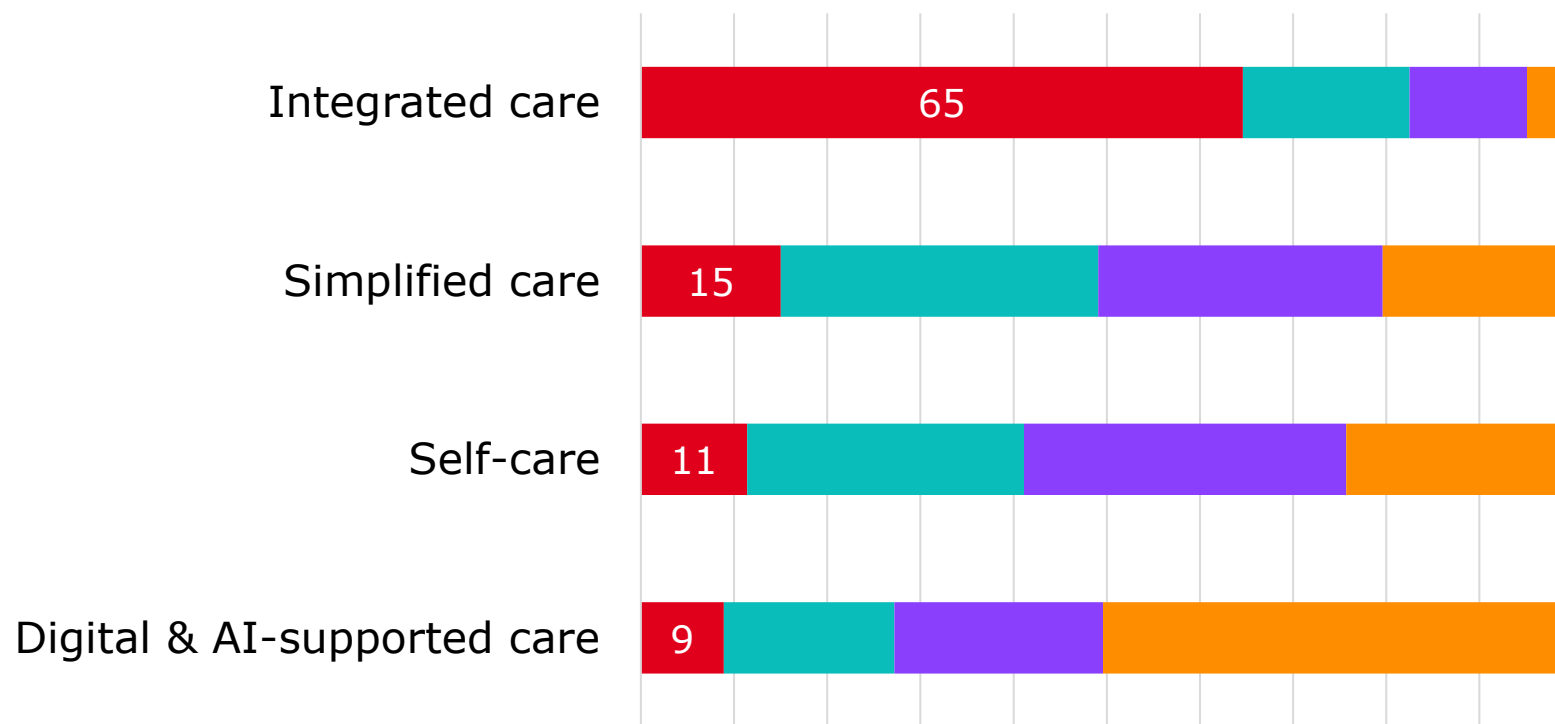
Location of respondents



Stakeholder type



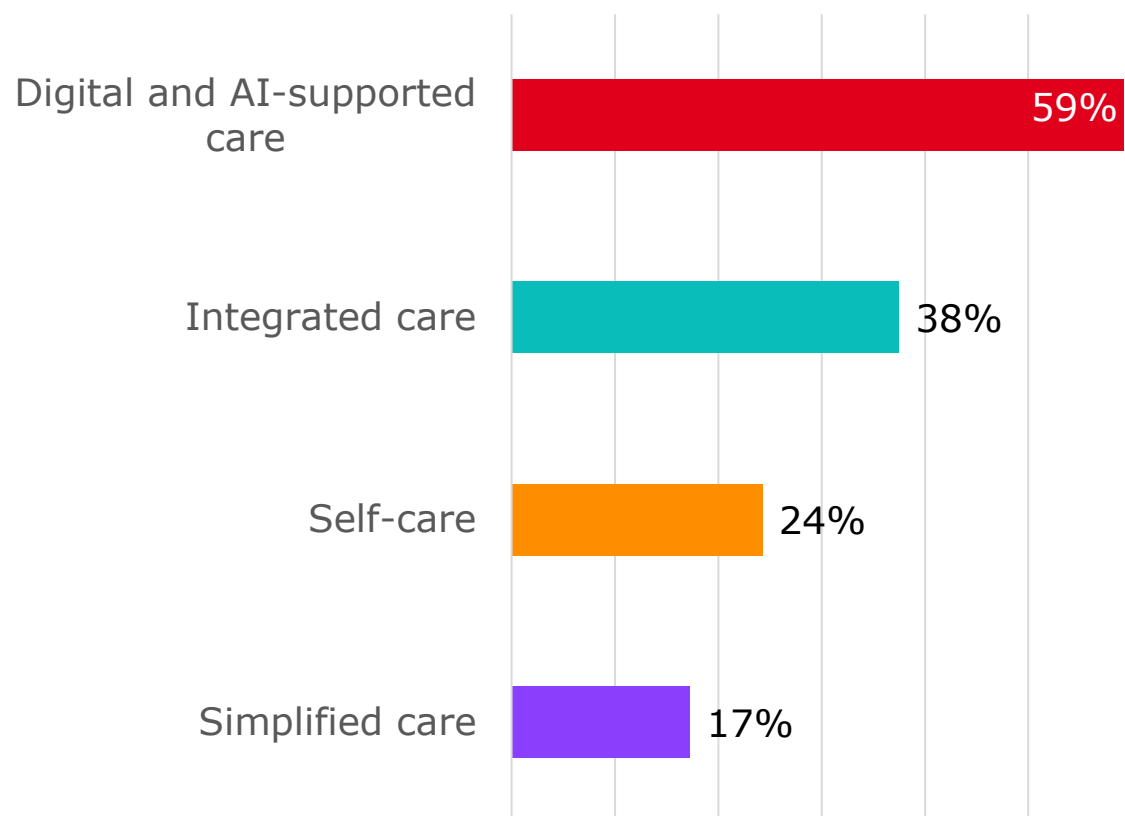
🔗 Integration emerged as the clear priority



Most -> least important

- **65%** ranked 🔗 integration first
- **50%** ranked 🕒 digital/AI last

⦿ Digital and AI raised the greatest implementation concern



- 59% identified ⦿ digital/AI as at risk of poor implementation
- 🔗 Integrated care was the second most frequently identified concern (37.5%)
- 🤝 Self-care (24.3%) and 📄 simplified care (17.3%) were less commonly viewed as being at risk

Are there additional emerging service delivery themes not captured?

Community-led and community-based service delivery

Person-centred and differentiated care

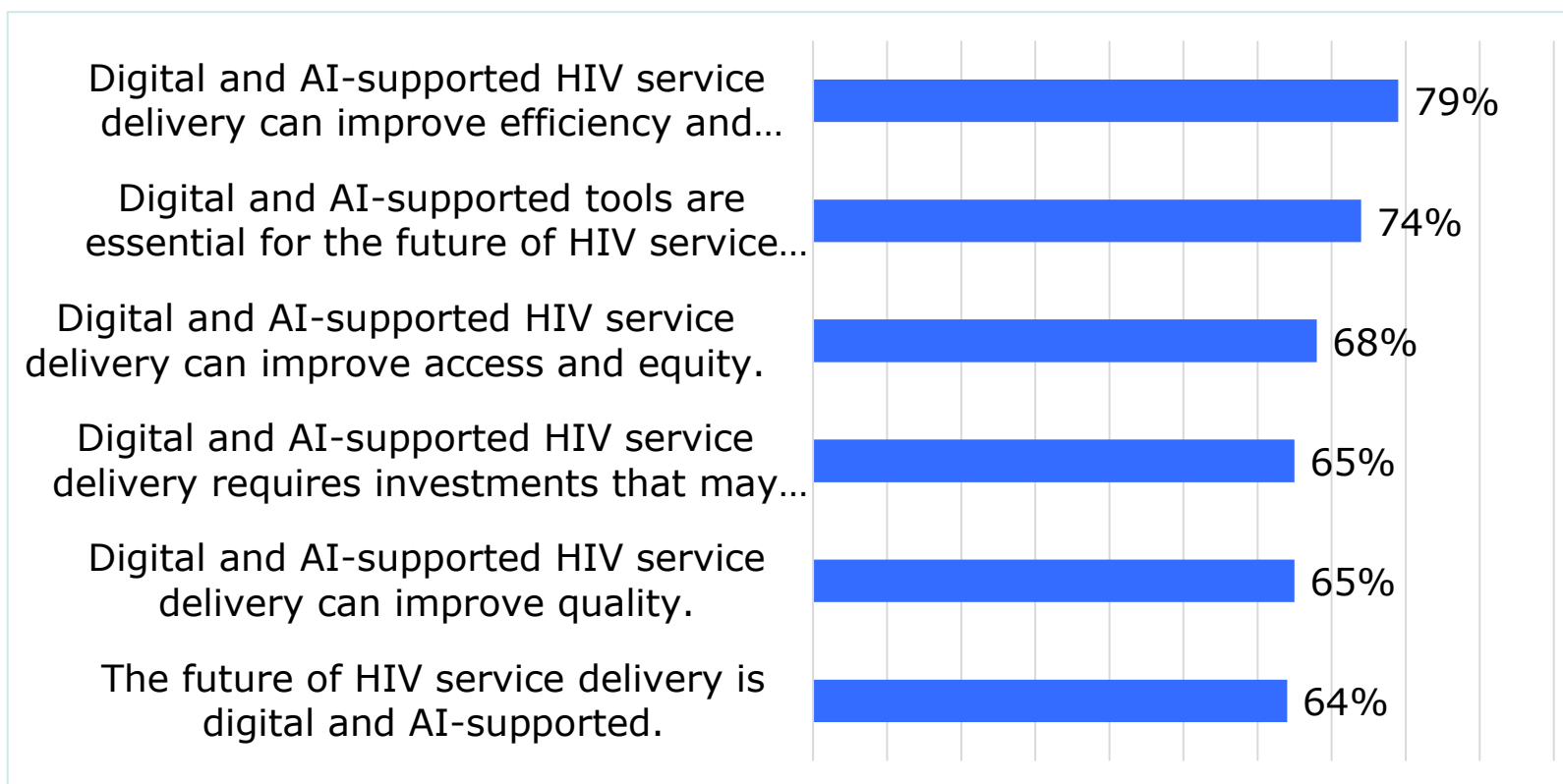
Decentralized, mobile and outreach delivery

Equity and services for underserved populations

Mental health, psychosocial and social support

Prevention and broader integration

● Digital and AI are seen as enablers – not the destination



- **79%** see potential for efficiency and cost-effectiveness
- **74%** say digital/AI tools are essential
- **64%** say the future itself is digital/AI-supported

Additional comments on digital and AI-supported care...

- **EQUITY**

- Don't widen the digital divide

- **HUMAN CARE**

- Complement – not replace – relationships and trust

- **READINESS**

- Infrastructure, investment, governance and sustainability matter

Enthusiasm was conditional on getting implementation right

90% want integration. 90% see a role for specialized services.

Aligning visit schedules and medication refill duration across conditions improves client experience and retention.



There are benefits to maintaining some specialized HIV services for some populations.



Integration should include both embedding HIV into primary care and integrating management of multiple...



Integrated care improves efficiency for both clients and the health system.



The future of HIV service delivery is integrated.



Integration of HIV services improves continuity of care and reduces fragmentation.



Differentiated service delivery (DSD) models that separate clinical and refill-only visits should be expanded and...



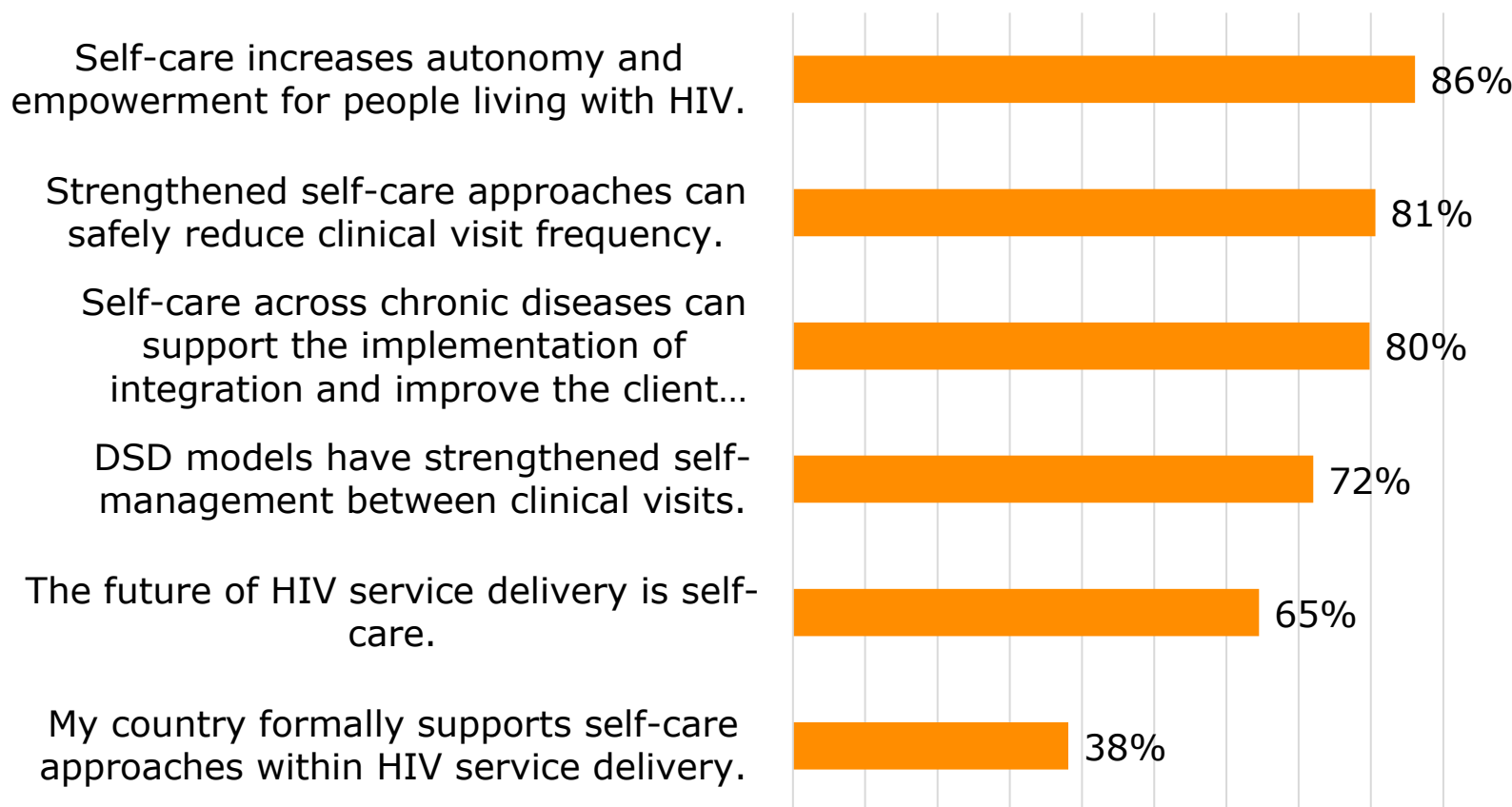
Additional comments on integration...

Integration ≠ simply absorbing HIV into primary care

- **Choice**
- **Quality**
- **Confidentiality**
- **HIV expertise**

Integration should reduce fragmentation while preserving specialized services where they add value.

Strong belief in self-care. A major policy / implementation gap.



- **86%** - self-care increases autonomy & empowerment
→
- **38%** country formally supports self-care in HIV service delivery

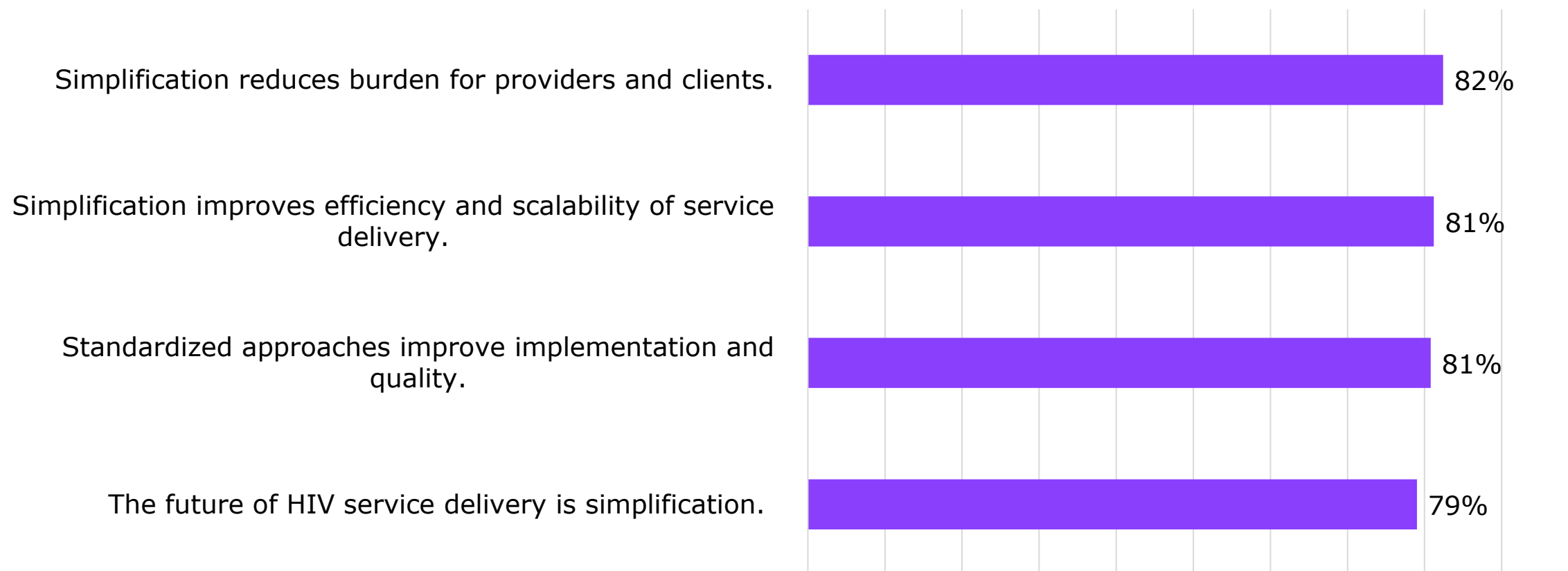
Additional comments on self-care...

- **Self-care ≠ withdrawal of care**
- **Choice and differentiation are essential**

People need different levels of clinical, community and psychosocial support.

→ Four in five respondents support simplification

79–82% agreement across every simplification statement



Additional comments on simplification...

- Simplification means removing unnecessary complexity—not reducing care
- ⚠ But what exactly do we mean by “simplification”?
 - Respondents struggled to distinguish it from DSD, integration and self-care.

Success in 2030 is:

BETTER OUTCOMES

- Few acquisitions and deaths
- Viral suppression
- Quality of life

BETTER EXPERIENCES

- Equitable
- Stigma-free
- Person-centred
- Convenient

MORE RESILIENT SYSTEMS

- Integrated
- Community-led
- Sustainability financed

The biggest risk to the future of HIV service delivery is ...

FUNDING & SUSTAINABILITY

- More than half of responses cited funding or financing



STOP designing HIV services around programmes instead of people

Silos

Stigma

One-size-
fits-all

Top-down
decisions

Unnecessary
visits

Donor
dependence

DO MORE to design HIV services around people and communities

Community-
led

Integrated

Differentiated

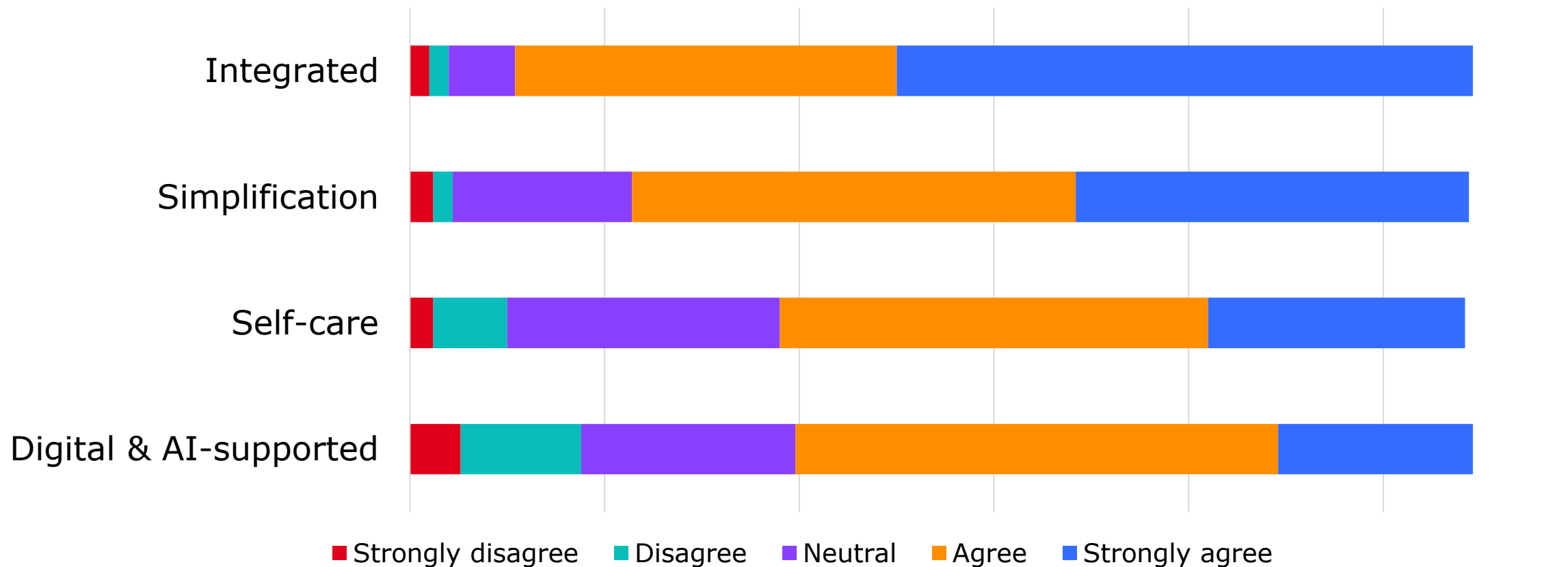
Decentralized

Self-care

Sustainable

The future of HIV service delivery is...

90% 🔗 integration | 79% ➡️ simplification | 65% 🏡 self-care | 65% 📺 digital/AI



The future isn't one model

 **INTEGRATE**
the clear priority

----> **SIMPLIFY**
remove unnecessary
complexity

 **ENABLE
SELF-CARE**
expand autonomy and
choice

 **USE
DIGITAL & AI**
where it makes care
better

Community-led • Equitable • Person-centred • Sustainable