1. Specification of the care population & composition of an expert panel
   - Population: patients hospitalised with COPD exacerbation
   - Panel: Respiratory physician, physiotherapist, clinical nurse specialist, epidemiologist, two experts in patient care management

2. Literature review & identification of clinical activities and outcomes
   - Selected literature: guidelines (n=3); care maps (n=2); reviews (n=3)
   - Identified clinical activities: n=58
   - Identified outcomes: n=34

3. International Delphi study: Rating of content validity
   - Process indicators with content validity > 75%: n=21/72 (36.1%)
   - Outcome indicators with content validity > 75%: n=10/21 (47.6%)

4. Final selection of clinical activities & grading of evidence
   - Additional clinical activities suggested by experts: n=19
   - Final selected clinical activities: n=77
   - Grading: A: 39.0%; B: 50.6%; C: 1.3%; D: 6.5%

5. Process flow chart: Categorisation of clinical activities into key interventions + subcomponents
   - 77 clinical activities => 38 key interventions + subcomponents
   - Process flow chart: 3 core processes

6. Detailed description of each key intervention: rationale, description, references and grading
   - Manual with process flow chart and 38 detailed key interventions

7. Translation into a set of process and outcome indicators
   - Set of indicators: n=24 process and 15 outcome indicators
   - Baseline measures: n=23 baseline variables

8. Piloting by multidisciplinary teams in different organisations
   - Piloting by nine in-hospital multidisciplinary COPD teams